

**POLICY MANUAL
A.T. ALARMS LIMITED**

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Policy Manual

For

NSI Installers

POLICY MANUAL

A.T. ALARMS LIMITED

INTRODUCTION

A.T. Alarms Ltd is a private company engaged in the installation and maintenance of :-

Intruder Alarm systems to BS EN 50131-1, PD 6662 and DD243

Access Control systems to BS EN 50133

Closed Circuit Television systems to NACP 20.

The majority of installations have been for small to medium sized factories and offices although there is increasing business for retail and domestic premises. The Company operates from premises at 107 Northgate, New Basford, Nottingham.

BUSINESS STRATEGY AND QUALITY POLICY

Our strategy is to undertake the design, installation and maintenance of electronic security systems in accordance with best professional practice and at a reasonable financial return.

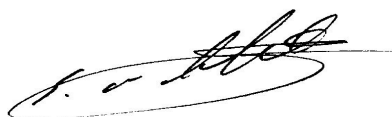
The key to success in our competitive environment is to continually strive to increase customer satisfaction and to this end: -

The company is a Recognised NSI installer and therefore all employees are committed to meeting the regulatory, legal and environmental expectations of the industry that have been agreed by insurers, police, professional institutions and relevant Trade Associations.

- The company provides an environment to encourage employees at all levels to direct their abilities to the benefit of the organisation and their own personal satisfaction; such a policy attracts the best people in our field.
- Management keep abreast of technological changes and innovations that may be of benefit to existing markets and provide a direction to new business areas.
- Measures are in place in essential core areas of the business, which indicate how well the business is performing. This includes not only basic business measures of cash flow, sales, capital expenditure etc but also complaint resolution criteria, false alarm statistics and contractual obligations such as routine maintenance achievement and call out response times. Additionally, data is gathered to determine success in continually satisfying the expectations of the customer.

Dissatisfied customers constitute business risk. International Standard ISO 9001 provides a process for satisfying customers. To this end the company has developed and implemented a quality management system that meets the requirements of International Standard ISO 9001 and the NSI Quality Schedule SSQS101.

The Design, Planning, Installation and Maintenance of Intruder Alarm Systems giving confidence not only that installations meet the requirements of the contract and specifications but that our business is committed to continual improvements.



Signed

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THE POLICY MANUAL

This Policy Manual defines the management policy, organisation and business processes of A.T. Alarms Ltd that have been established to meet the requirements of International Standard ISO 9001 and the NSI Quality Schedule SSQS 101 for the Design, Planning, Installation and Maintenance of electronic security systems.

- It therefore focuses on four cornerstones of control:-
- Management responsibility and commitment
- Resource management – human resource, premises, equipment, transport
- Product realisation, i.e. the processes relating to the understanding development and delivery of the contract requirements to the customer
- Measurement analysis and improvement of the business processes based on objective measurements.

This Manual is available to all employees within organisation and is held with the Managing Director it provides a means of communicating information on these matters to employees.

The Policy Manual should be read in conjunction with operational processes and procedures identified within the Manual.

The Policy Manual is part of a managed and controlled documentation system as follows: -

Policy Manual	PM
Operation Procedures	QP
Work Instructions (contain detailed instructions in specific process areas)	WI
Forms	SF Series

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