QUALITY STATEMENT

'Putting Customers First'

Innovation

Think Security Systems Limited designs, installs and maintains security and associated systems for customers requiring technical expertise, dependable solutions and responsive service. We seek appropriate innovation and continual improvement while meeting agreed customer and applicable requirements.

Quality

We aim to deliver reliable installations and maintenance services through clear customer requirements, competent personnel, suitable design and verification, appropriate equipment and controlled processes.
The Company maintains a quality management system aligned with BS EN ISO 9001:2015.
Top management commits to meeting applicable statutory, regulatory and contractual requirements and continually improving the effectiveness of the quality management system.

Customer Satisfaction

All staff are expected to understand customer requirements and deliver the agreed service. We monitor customer perceptions using appropriate feedback, complaints, repeat business and service performance information, with results reviewed and improvement actions recorded.

Customer satisfaction is promoted through:

- appropriate and reliable equipment
- usability and clear instructions
- quality workmanship and testing
- professional conduct and care for customer property
- responsive service and aftercare
- effective handling of customer feedback and complaints.

Continual Improvement

Quality performance is reviewed using indicators such as complaints, repeat visits, false alarms, installation defects, service performance and customer feedback. Where problems arise, we take proportionate corrective action, review causes and check the effectiveness of changes.

The Managing Director retains accountability for the quality policy and provision of resources. Quality objectives establish a framework for measurable targets, which are monitored and reviewed with the management team.
Signed



(Managing Director)

Robin Dansie
March 2026