



## Quality Policy Statement

**Effective Date:** January 2025

**Company Name:** KMS (Europe) Ltd

At KMS (Europe) Limited, we are committed to delivering end-to-end solutions in audiovisual and digital technology, encompassing supply, installation, and ongoing maintenance. Our mission is to ensure that our clients' visions are fully realised by consistently providing the highest-quality products and services.

We strive to be best-in-class by anticipating customer needs and continuously improving service delivery through the application of best practices, advanced technologies, innovation, and the development of our suppliers and sub-contractors.

### Our Quality Policy is to:

- **Establish a client- and customer-focused organisation** where all parties deliver exceptional products and services effectively.
- **Identify, understand, and fulfil the needs and expectations of all interested parties**, including clients, employees, suppliers, and regulatory bodies.
- **Set clearly defined, measurable objectives and targets** that align with our client's expectations and the business's needs, ensuring effective and efficient outcomes.
- **Comply with all applicable** legal, regulatory, and customer-specific standards.
- **Enhance value through the contributions of fully resourced teams of personnel and sub-contractors**, ensuring a collaborative approach to every project.
- **Achieve, maintain, and continually improve organisational and individual performance** by fostering an environment of innovation, feedback, and continuous learning.
- **Review and update this policy and our Integrated Management System** regularly to ensure ongoing suitability and improvement in line with evolving industry standards and client expectations.

KMS (Europe) Ltd is dedicated to achieving this policy by applying an Integrated Management System that meets the requirements of ISO 9001, ISO 14001, and ISO 45001:2018. This system includes documented processes, flowcharts, and work instructions. We also invest in the training and development of all staff, ensuring they possess the skills and competencies required to deliver quality service and products.

The Managing Director, supported by the management team and HSEQ Consultant, is primarily responsible for ensuring this policy's effective implementation, including providing the necessary resources and organisational support.

To promote a strong commitment to quality, the management team ensures that the Quality Policy and associated targets and objectives are communicated throughout the organisation and clearly understood at all levels. Employees are encouraged to actively contribute suggestions for improving business operations, and their learning and development are continuously supported.

All employees at KMS (Europe) Ltd understand their responsibility to adhere to established processes and actively seek opportunities to improve the efficiency and quality of services provided to clients. We encourage a proactive approach to quality, ensuring every team member's involvement in driving continuous improvement.

Copies of our Roles, Responsibilities & Authorities, Processes, and ISO 9001 Certificate are available and can be provided to interested parties upon request.



### Governance and Review

This policy is reviewed annually and updated to reflect evolving best practices and stakeholder expectations.

---

### Contact Information:

For inquiries or more information about this Quality policy, please contact us at:

KMS (Europe) Ltd  
Innovation House  
3 Sarus Court  
Manor Park, Runcorn,  
Cheshire.  
WA7 1UL

0044 (0)330 053 5996  
[hello@kms.co.uk](mailto:hello@kms.co.uk)

<b>Signed:</b>		<b>Emlyn Cole-Jones</b>
<b>January 2025</b>	<b>MANAGING DIRECTOR KMS (EUROPE) LTD</b>	

<b>Rev No:</b>	<b>00</b>	<b>Ref:</b>	<b>5.2 - Quality Policy Statement</b>
----------------	-----------	-------------	---------------------------------------