

**2019-2020
QUALITY OBJECTIVES**



The current objectives are to maintain ISO 9001: 2015 & maintain the SIA ACS accreditation score at next external audit.

To provide a service that exceeds the expectations of our customers & stake holders, this is monitored through the HUB system & transferred to the KPI's.

To merit and earn customer satisfaction by performing all functions reliably and effectively.

Ensure that all employees and stake holders are aware of the Quality Policy and the requirements contained within the Quality Management System.

- To maintain 100% safety record on all our sites.
- To maintain the standards already achieved and maintaining NS1 Gold standard achieved at the last assessments.
- To maintain 95% customer and staff retention.
- To increase turnover by 10%

Signed for and on behalf of

SECURITY KEYHOLDING LTD
Barge Yard
Riverside
London SE7 7SS

Signed By: John Mayes

A handwritten signature in black ink, appearing to read "John Mayes", written over a white background.

Position: Director
Dated: 15 September 2019