

## Mission Statement

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Smart Video & Sensing is committed to ensuring that we operate at the optimum level for our clients. Through application of our improvement system, we aim for Smart Video & Sensing to become recognised as a leader in our field and the supplier of choice.

### Quality Policy:

Smart Video & Sensing Ltd's quality policy is to achieve sustained, profitable growth by providing services which consistently satisfy the needs and expectations of its customers.

To support this we operate a Business Improvement system, which is based on established objectives for improvement. It is the responsibility of the management team to monitor our progress towards these and to take action to correct any shortfalls. Records of performance and progress are continuously updated and Management Review Meetings are carried out at 6 monthly intervals to analyse this data.

### Our Aims, Values and Objectives

Smart Video & Sensing Ltd is a value added supplier of intelligent sensor-based solutions to a range of applications. Smart Video & Sensing is committed to providing a high level of service, good value and ethical solutions. Smart Video & Sensing Ltd is committed to understanding our customers' requirements and responding to their needs in a timely and professional manner.

#### Our Aims

To provide quality and cost-effective solutions to our customers' requirements by:

- Providing professional pre sales support to ensure a robust solution
- Providing high quality project management to ensure that projects are delivered in a timely and cost-effective manner
- Providing high quality after sales technical support and training to ensure that customers obtain the maximum value from their investment

#### Enabling objectives – how we deliver

- To ensure more effective solutions through good working relationships
- To implement best practice and innovative solutions to improve our effectiveness now and in the future
- To be a good employer and to help to develop our staff to their maximum potential
- To be an efficient organisation ensuring that we have the business processes and resource management systems not only to provide the solution but also to prevent waste of scarce natural resources

#### Values

- We put our customers first and aim to deliver a first class quality of service
- We work with the whole supply chain in dynamic teams to deliver the optimum solution
- We are committed to learning and innovation to ensure continuous improvement
- We value people for who they are and their contributions irrespective of their background or beliefs
- We act with integrity and will behave with openness, honesty and fairness in all of our actions
- We deliver quality services that provide value for money

To support our philosophy of continuous improvement; our quality system gives us mechanisms for alerting us to any weaknesses in our business and providing the structure to overcome them. This is built around the ISO 9001-2008 standard and is subject to regular outside scrutiny. In addition to meeting the requirements of ISO 9001, our systems take account of all relevant legislation, regulatory requirements and industry codes.

The management team are responsible for leading initiatives to improve performance and providing the resources to facilitate these. However continuous improvement happens best when everyone in the business plays an active role. Therefore, everyone associated with Smart Video & Sensing is encouraged to identify areas, where we may fall short of objectives and make suggestions for improving the business and its systems.

Peter Eccleson  
Managing Director  
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