

- The Management of Sensorium Limited (referred to as “Sensorium”) is fully committed to the implementation of the quality policy.
- Sensorium is committed to the Quality Policy to ensure a high level of customer service and satisfaction.
- As a company, we strive to avoid and eliminate errors.
- It is imperative each team member fully understands their role.

Sensorium Limited is dedicated to the quality policy and the implementation of managerial and operational systems, together with the enablement and commitment of the people within the Company are essential to realising that goal.

Objectives are set to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy. These are determined and monitored at Management Review.

Sensorium believes in the concept of client and supplier working together in partnership to pursue this policy and in continually striving for improvements in service quality.

Employees are responsible for identifying customer requirements, ensuring that the correct procedures are followed while aiming to exceed customer expectations for quality, value, delivery and service – first time, every time. We ensure that all our employees understand and are enabled to fulfil our Company's policies and objectives, through an ongoing training and development programme.

Within this Policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015, planned and developed jointly with our other management functions. We maintain the necessary Quality Approvals consistent with our business objectives and ethos along with our customer requirements.