



FASTVIEW360

superfast video monitoring

QUALITY MANAGEMENT POLICY

2026



200, London Road,
Stapeley, CW5 7JW



www.fastview360.co.uk



01270 360360



info@fastview360.co.uk

Purpose

Fastview360Ltd is committed to delivering reliable, professional, and high-quality vehicle CCTV and site surveillance solutions that meet or exceed the expectations of our customers. We are dedicated to providing products, installations, maintenance, and support services that comply with applicable legal, regulatory, and contractual requirements while continually improving our operations and Quality Management System.

Our Commitments

Customer Focus

We will:

1. Place our customers at the centre of our business activities.
2. Understand the specific operational, security, and compliance requirements of each customer.
3. Deliver CCTV and surveillance solutions that are fit for purpose, reliable, and provide long-term value.
4. Respond promptly and professionally to customer enquiries, support requests, and feedback.

Compliance and Industry Standards

We will:

1. Comply with all relevant legislation, regulations, and industry standards relating to CCTV, vehicle safety, data protection, electrical installations, and workplace health and safety.
2. Maintain a Quality Management System aligned with the principles and requirements of ISO 9001.
3. Ensure all products, equipment, and services supplied meet recognised quality and performance standards.
4. Promote ethical and responsible business practices throughout our operations.

Quality of Products and Services

We will:

1. Supply high-quality vehicle CCTV systems, site surveillance equipment, and associated technologies from approved and trusted manufacturers.
2. Ensure installations are completed safely, professionally, and in accordance with customer specifications and industry best practices.
3. Provide effective maintenance, technical support, and after-sales service to maximise system performance and reliability.
4. Monitor supplier performance to ensure consistent quality throughout our supply chain.

Continuous Improvement

We will:

1. Monitor and measure business performance through audits, inspections, customer feedback, and management reviews.
2. Investigate non-conformities, complaints, and service issues to identify root causes and implement corrective actions.
3. Continually improve our processes, products, services, and Quality Management System.
4. Use performance data and customer feedback to drive operational improvements and innovation.

People and Competence

We will:

1. Provide training and development to ensure employees have the technical knowledge and skills required to deliver high-quality CCTV and surveillance solutions.
2. Promote responsibility, accountability, and professionalism throughout the organisation.
3. Encourage employee involvement in identifying opportunities for improvement.
4. Ensure personnel are competent to carry out their duties safely and effectively.

Objectives and Performance

We will:

1. Establish measurable quality objectives that support our strategic goals and customer requirements.
2. Regularly review performance against these objectives.
3. Maintain a strong focus on installation quality, system reliability, customer satisfaction, and service responsiveness.
4. Take appropriate action where performance falls below expected standards.

Responsibility

The Directors and Management Team are responsible for providing the leadership, resources, and support necessary to implement this policy. Every employee has a responsibility to contribute to the quality of our products, services, and business processes and to support the continual improvement of our Quality Management System.

Review

This policy will be reviewed annually, or sooner if significant changes occur within the business, industry, or regulatory environment, to ensure it remains relevant and effective.

Signed:



Wayne Moss – Managing Director
Date: 11/06/2026

Signed:



Toby Fournier - Head of Legal
Date: 11/06/2026

Review Date – May 2027