Teratech Components Limited

QUALITY POLICY

We design, manufacture and sell leading edge millimetre wave and sub-millimetre wave components to a variety of research and business sectors. We are committed to the highest standards of product and customer service.

We have implemented a quality management system (QMS) that complies with the international standard ISO 9001:2015. We also commit to monitor the effectiveness of our quality system and to act with integrity to continually improve our operations and to meet the requirements of our customers, as well as our legal and regulatory and any other applicable requirements. We are aware of the impact of climate change and the importance of making our products and operations as sustainable as possible so we can do our bit to mitigate this issue.

The scope of our QMS is “The design and manufacture of diodes and other components in the terahertz spectral band sector”.

All personnel within the company are responsible for the quality of their work. We provide training and/or support and have established systems to assist all personnel to achieve the standards required. While we endeavour to consistently meet and exceed our customers’ expectations, we have to recognise that we don’t always achieve our own standards. If a customer complains, we are committed to investigating the complaint and will do our best to rectify the situation and to learn from it. We aim that customers become active advocates for our business.

The policy, organisation and procedures necessary to achieve the requirements are described in our QMS. Quality objectives of the company are agreed annually at Management Review Meetings and reviewed regularly for effectiveness. At these meetings, we ensure that this policy and the quality objectives remain compatible with the strategic direction and the purpose and context of our organisation.

Our Quality Manager is responsible for monitoring the quality system and reports regularly to the CEO on the system's implementation, status and effectiveness.

Byron Alderman
CEO