



# Quality Policy

POL-001 V2

## Scope

With over 40 years of experience Titley Scientific produces affordable, high-quality detectors and software, with a large emphasis on innovation, efficiency, approachable and helpful customer service, and community engagement.

We provide innovative and modern technology to help ecologists reach their acoustic goals.

## Our Mission

To design, engineer, manufacture and sell affordable high quality detectors and software to scientists, students, consultants, community groups and nature enthusiasts around the globe.

To provide consistently high-quality products and knowledgeable customer service.

## Core Objectives

Titley Scientific will ensure customer satisfaction by measuring:

- On time deliveries;
- Customer initiated Titley Improvement Notes (TIN's); and
- Warranty returns.

Titley Scientific's commitment to the concepts and requirements contained in our quality management system ensures our continued success in providing products and services that exceed the expectations of our clients.

Titley Scientific analyses its context and its stakeholders, and derives KPIs and objectives based on our stakeholders' needs. Titley Scientific is committed to continually improve its Quality Management System.

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**Dean Thompson**  
CEO

10 November 2020