

QUALITY POLICY

At Positiv Cohort, we are committed to delivering high-quality, reliable and professional services that meet the needs and expectations of our clients, partners, and stakeholders. Quality in all aspects of our business is the foundation for our success and underpins the way we operate, make decisions, and continuously improve.

Our Quality Management System (QMS), as outlined in our QMS Hub and aligned to ISO 9001:2015 is embedded into our daily operations to ensure:

Quality Objectives

We aim to become a trusted partner to the UK defence and corporate industries by delivering expert engineering and cyber services that make a real difference.

Over the next three years, we will triple the size of our business by building strong relationships, winning high-impact projects, and attracting the best talent.

We will stay agile, focused, and committed to our quality objectives.

Customer Focus

- We understand and respond to the needs of our clients across engineering, technology, cybersecurity, and programme delivery.
- We commit to enhancing customer satisfaction by delivering consistent, compliant, fit-for-purpose services.

Leadership & Accountability

- Our leadership team is accountable for the effectiveness of the QMS and ensures adequate resources, communication and direction are provided.

Controlled Ways of Working

- Our policies, SOPs, documented procedures and check-in practices guide all aspects of service delivery and internal operations.

Risk-Based Thinking

- We identify, assess and manage risks and opportunities that could impact service quality or operational effectiveness.

Competence & Engagement

- We equip our people with the information, training, and resources needed to deliver quality outcomes.
- We promote a culture where employees are empowered to contribute to improvements and raise concerns.

Compliance & Responsibility

- We comply with all legal, regulatory, contractual and industry requirements relevant to our operations.

Continual Improvement

- We monitor performance, customer feedback, audit findings, non-conformances and improvement opportunities to refine our processes and enhance service delivery.

Commitment

This policy is communicated to all employees and relevant stakeholders through our QMS Hub and internal communication channels. It is reviewed at regular QMS review intervals to ensure it remains suitable, effective, and aligned to Positiv Cohort's strategic direction and operational needs.

Approved By:



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Director

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