DOORSET Technologies

Quality Policy Statement

At Doorset Technologies Ltd, we are committed to achieving and maintaining the highest levels of customer satisfaction by delivering products and services that consistently meet or exceed customer expectations. Our commitment to quality is reflected in every aspect of our operations, from planning to delivery, and is based on the following guiding principles:

1. Customer Focus

We place the needs of our customers at the centre of everything we do. Our goal is to provide products and services that not only meet contractual and regulatory requirements but also provide added value and innovative solutions to meet customer-specific needs.

2. Leadership

The company's directors are dedicated to fostering a work environment that promotes continuous improvement and accountability. We ensure that the company's quality objectives are clearly communicated, understood, and implemented by all employees and contractors.

3. Employee Engagement

We recognise that our employees are our most valuable asset. By empowering our workforce through training, skills development, and active participation in quality management processes, we create a culture where every employee takes ownership of their contribution to quality.

4. Process Approach

We maintain a structured approach to managing all processes across the organisation. By systematically reviewing and improving our operational procedures, we ensure efficiency, consistency, and risk management in line with ISO 9001 requirements.

5. Continuous Improvement

As part of our commitment to continuous improvement, we regularly monitor, review, and update our quality objectives and performance metrics. This proactive approach allows us to adapt to changing market conditions, improve customer satisfaction, and enhance operational performance.

6. Data-Driven Decision Making

We base our decisions on careful analysis of relevant data, feedback from customers, and insights from our processes. This ensures that all changes or improvements are well-informed and lead to tangible benefits for both the company and its customers.

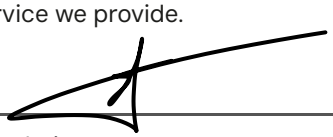
7. Partnerships with Suppliers

We collaborate closely with our suppliers and partners, ensuring that all materials and services meet our stringent quality standards. We view our suppliers as an extension of our business and work together to ensure the delivery of high-quality products.

8. Regulatory and Compliance Requirements

We ensure full compliance with all relevant regulatory, statutory, and industry standards to provide our customers with dependable, safe, and compliant products and services. Where we make performance claims for our products, such as fire, smoke or acoustic performance, those products will be independently tested and certified before they are offered to customers.

Our Quality Management System (QMS) is designed to align with the requirements of ISO 9001:2015 and is regularly reviewed and updated to ensure its effectiveness. This policy will be reviewed at least annually. By adhering to these principles, Doorset Technologies aims to be a trusted partner for our customers, driving innovation and quality in every product and service we provide.

Signed:  Name: Achilleas Sarrigiannidis

Role: Technical Director Date: 27/11/2026

Doorset Technologies Ltd · Engineering-led ideas for the complete doorset
The Precinct, Millbank House, 1 Finsbury Square, London EC2A 1AE · Registered in England and Wales No. 17490651