



South African Intruder Detection Services Association

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QUALITY POLICY

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The South African Intruder Detection Services Association (SAIDSA) is an association of service providers of security systems, ranging from basic alarms to sophisticated electronic Intruder detection systems, CCTV, Electric Fencing and Vehicle Tracking and Recovery, incorporating signal monitoring as well as the provision of Armed Reaction services. SAIDSA is regarded as the "Watchdog" of this segment of the industry and has the interests of both its members and the public at heart, continuously monitoring crime trends and technological advances in the electronic security sector and adapting to these changes.

To ensure we meet these requirements, recognise new business opportunities and further advance, we will endeavour to conform to the ISO 9001 Standard and those processes implemented within our Quality Management System. This will be done by:

- The Executive Committee's commitment to continual review of the Quality Management System
- Identifying, communicating, and directing the quality objectives within the association
- Continually staying abreast of technology and trends that will enhance our service offering
- Clearly recognizing and understanding the requirements of our members and meeting their requirements
- Recognising areas for improvement through member feedback, audits, meetings and other means, reporting on these trends and provide the necessary improvements
- Addressing any deviations in a timely and constructive manner
- Conducting management review meetings to discuss the QMS, identify trends and areas of improvement
- Ensuring competent employees and committee members and to provide further training and development where the need arise
- Selecting and direct suppliers in relation to the association's requirements and by maintaining a conducive supplier relationship, that will be open and honest
- Complying to legislation, acts and any other external guidelines that may affect the association

CHAIRMAN
SAIDSA EXECUTIVE COMMITTEE