RCDEN

CONTROLLED QUALITY POLICY

Quality Policy

A risk-based quality framework for mission-focused engineering, manufacturing, software, integration, trials and support.

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OWNER	Managing Director
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NEXT REVIEW	24 July 2027 or sooner following material change
CLASSIFICATION	PUBLIC

APPROVAL Authorised for issue by Anthony Deacon, Managing Director, on 24 July 2026. This controlled copy is reviewed at least annually.

1. Policy statement

RCDEN is committed to delivering products and services that are safe, reliable, traceable, fit for their intended use and compliant with agreed customer, statutory, regulatory and contractual requirements.

Quality is designed into work from requirement capture through concept, design, procurement, build, software development, integration, verification, trials, acceptance, handover and support. The company uses evidence, not assumption, to demonstrate conformity.

2. Scope

This policy applies to RCDEN directors, workers, future employees, agency or temporary personnel, contractors, consultants and other persons acting on the company's behalf. Relevant requirements are flowed down to suppliers and subcontractors where proportionate to the work, risk and contract.

3. Quality commitments

- Translate customer and operator needs into controlled, testable requirements and acceptance criteria.
- Plan work proportionately to technical, safety, security, schedule, supply-chain and delivery risk.
- Maintain design, software and configuration control so the approved build state can be identified and reproduced.
- Use competent personnel, suitable tools, calibrated equipment where measurement validity depends on calibration, and approved processes.
- Select and monitor suppliers according to criticality, capability, provenance, quality performance and contract requirements.
- Protect against counterfeit, fraudulent and suspect materiel through authorised sourcing, traceability and escalation controls.
- Verify and validate outputs before release, record results and resolve deviations through authorised concession or corrective action.
- Capture non-conformities, incidents, customer feedback and lessons learned, determine root cause where proportionate and prevent recurrence.
- Retain legible, attributable, dated and protected records for the period required by law, contract and business need.
- Set measurable objectives and review performance for continual improvement.

4. Design, software and configuration assurance

Requirements, assumptions, interfaces, hazards and verification methods are defined before release. Design and code changes are reviewed for downstream impact, authorised by a competent person and linked to the applicable baseline, evidence and release record.

No item is represented as compliant, trial-ready or accepted unless objective evidence supports the claim. Known limitations, deviations and residual risks are communicated to the authorised customer and end user.

5. Supplier and product assurance

The level of supplier assurance reflects item criticality and consequence of failure. Controls may include approved-source checks, certificates, serial or batch traceability, incoming inspection, first-article review, test evidence, software provenance, change notification and customer right of access.

6. Non-conformity and improvement

1. Contain and identify the affected product, software, record or process.
2. Assess safety, security, performance, delivery and customer impact.
3. Notify the authorised customer when required and obtain approval before any concession or use-as-is decision.
4. Correct the immediate issue and determine proportionate corrective action.
5. Verify effectiveness, update risks and lessons learned, and close only when evidence is complete.

> **CERTIFICATION STATEMENT** This policy is aligned with the principles of ISO 9001:2015 and relevant MOD quality guidance. It is not a claim that RCDEN currently holds accredited ISO 9001 or AS9100 certification.

7. Responsibilities and review

The Managing Director owns this policy and reviews it at least annually, and sooner after a material change in law, ownership, operations, workforce, supply chain, customer requirement or risk. Actions arising from reviews are assigned, dated and retained as controlled evidence.

Reference framework

The following sources inform this policy. Contract-specific legal, regulatory, security and customer requirements always take precedence.

- MOD JSP 940 Part 2 v2.4 - Quality guidance
- Cabinet Office - Supplier Code of Conduct
- ISO 9001 - Quality management systems

Document control

VERSION	DATE	APPROVED BY	CHANGE
1.0	24 July 2026	Anthony Deacon, Managing Director	First controlled issue

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