

Quality Policy Statement

RUGGED MONITORING is committed to providing high-quality products and services to the customers in a timely manner. Our continuous efforts in improving these product and services have always ensured that changing needs of customers are fully met while maintaining the highest quality standards. RUGGED MONITORING is committed to:

- Monitor and measure the effectiveness of the Quality Management System to ensure all stakeholders are well served
- Encourage and support an atmosphere of continuous improvement in processes, products and services for better customer satisfaction and improved efficiency
- Find new ways to increase the quality of products, services and support provided to our customers. An incentive structure is implemented to encourage such new ideas.
- Compliance with domestic and international regulations and standards including the regulations local to our customers
- Providing a safe and well-maintained work environment to all its employees.
- Ongoing training and development of all employees, contractors and suppliers
- Ensuring that this policy is understood, implemented and maintained by all employees
- Not ignoring the quality concerns of any employee and customer and take them with high urgency and commitment to resolve with shortest possible time.
- Communicate periodically with all stakeholders documents related to the vision, mission and policies of the company. This ensures that all employees and management are fully committed to ensuring that RUGGED MONITORING ensures the implementation and continuous improvement of the Company Quality Management System. Management will regularly evaluate the effectiveness of the Quality Management System and, if necessary, direct internal efforts for continuous improvement.



Michel Plourde
Executive Vice President