

RM Educational Resources Ltd (TTS) - Quality Policy Statement



As a provider of quality educational products, resources and services, for schools and early years settings, enriching the lives of learners and improving educational outcomes for pupils and teachers around the world, RM Educational Resources Ltd (RMER) is committed to providing outstanding resources and products to its customers.

We design, develop and create, innovative curriculum aligned educational resources that make learning engaging, inclusive and hands on. Through our commitment to quality in everything we do, we aim to inspire curiosity, support effective teaching, and improve outcomes in classrooms worldwide.

We recognize that the quality of our products directly impacts the educational development of the children served by our customers and are committed to providing world-class educational resources that enhance teaching and learning outcomes.

The Senior Leadership Team are committed to ensuring that our ISO9001:2015 certified QMS remains sufficiently resourced to achieve its intended outcomes, and that it remains effective in maintaining the quality of our processes, products and services, enabling us to satisfy customers both now and in the future.

To this end, we will strive to continually improve our products and services, processes, and our Quality Management System, thereby providing greater value to our customers and enhancing customer satisfaction.

This policy provides a framework for setting quality objectives and establishment of an organisational environment, with associated risks, which are measured against and reported on, across the organisation.

Our primary objective is to remain a trusted partner in education, by maintaining a robust QMS which is certified to ISO 9001:2015.

Key Objectives

- To develop and deliver resources, products and services that not only meet contractual, statutory, and regulatory requirements, but generate high levels of customer satisfaction.
- To not only understand and satisfy customer requirements but to exceed their expectations.

- To promote and maintain a quality culture of continual improvement, creativity, innovation, and adoption of best practices.
- To create a diverse and flexible workforce, through the fostering of a supportive and learning culture, providing developmental opportunities to ensure our staff have the skills to deliver excellence to our customers.
- To continually improve our processes and quality management system
- To recognise and reward good performance, effective teamwork and individual achievement.
- To apply business, technical, and commercial rigour to the development and implementation of our products and services
- To ensure that we effectively manage and improve the products and services provided by our supply chain partners.

Through commitment to these objectives, we will seek collaborative opportunities to improve the quality of products and services we provide to our customers.

This quality policy statement, the QMS, and associated policies and procedures, are reviewed annually by RMER senior management. This quality policy is communicated to all employees, and other interested parties as appropriate. Copies are available to interested parties upon request.

Signed:



CEO TTS Group & RM Technology

Dated: 24/04/2026