



Quality Policy

Introduction

The Company's overall Mission is to become first choice supplier of its chosen customers in its chosen markets and therefore places particular emphasis on the Quality of products and support services it provides to customers, simultaneously ensuring that its employees (colleagues) and the business both have the resources, capability, necessary training and experience to raise standards and enhance our performance.

Policy

To achieve this mission, the company shall operate a quality management system that:

- Enables us to fully meet/exceed the requirements/expectations of existing and future customers;
- Delivers fit-for-purpose products to our customers, within agreed timescales;
- Is subjected to continuous improvement through a set of quality objectives, measures and mechanisms to maintain its effectiveness in achieving Zero Defects in our products;
- Complies with/exceeds the requirements of ISO 9001:2000.

Managers and supervisors shall share responsibility to ensure that this policy is understood and implemented at all levels; together with ensuring that colleagues are fully conversant with operating processes and procedures, the required quality standards and continuous improvement targets.

In our production processes we also regard the importance of the Health & Safety of colleagues and the protection of the environment.