



QUALITY POLICY

The company believes that in order to achieve its objectives, the processes and procedures of the business must be embedded and formalised through a Quality Management system. The company has run a formal QMS since 1987 and now operates its QMS in accordance with ISO 9001:2015.

It is the aim of the company to deliver excellent customer service whilst continually developing and improving the process of the Quality Management system.

These aims are embedded in the company's quality policy which states the company will:

- Maintain excellent customer relationships. Understand fully the customers' requirements.
- Ensure that all orders are fulfilled to the customers' requirements.
- Ensure our people have the skills and resources required to meet the customers' requirements.
- Ensure that our facilities and equipment are fully maintained and of the highest quality.
- Ensure the skills of our people are continually updated.
- Ensure the knowledge base of the company is maintained.
- Ensure that the outputs of the business processes are continually monitored.
- Ensure that the business processes are continually improved.
- Ensure that the company meets both regulatory and legislative requirements of its markets.
- Ensure that companies providing services to the business are managed and controlled effectively.
- Ensure that the interests of parties outside the company are considered.
- Ensure that any complaints are dealt with efficiently and politely.

It is the primary role of the company's management to show total commitment to both the company's vision and its quality objectives and to maintain and improve the QMS. To this end the quality policy is approved by the Managing Director.