

QUALITY POLICY

Objective:

To provide products & services which consistently meet our customer's needs on time, every time at competitive prices.

PRINCIPLES

The basic principles which we will monitor ourselves against are:

1. **The customer always comes first.**

Satisfying our customers is the main aim for everything we do.

Ensuring the promotion of customer focus by:

- Encourage the involvement of the customer.
- Meeting customer requirements.
- Delivering goods on time.
- Reducing customer's complaints and returns
- Monitor & enhance customer satisfaction.

2. **Quality in everything we do.**

To achieve total customer satisfaction; the quality of our products & services will be our first priority:

- Ensure quality objectives are achieved.
- Reduce scrap by risk evaluation.
- Identifying improvement opportunities.
- Reviewing this quality policy annually.

3. **People make the difference.**

To ensure quality is achieved in everything we do, employee involvement will become a way of life. We will commit to provide:

- Responsibility with authority.
- Meeting statutory and regulatory requirements.
- Information as to what is going on.
- The best working conditions possible.

4. **Education and training are the foundation for continuous improvement.**

We are committed to investing in our people and our future by:

- Providing them with structured education, training opportunities and leadership.
- Ongoing training programme and to promote continual improvement.
- To be educated in other skills within the workplace.

5. **We are in it for life.**

A commitment to customer led quality, involves long- term partnerships with our customers, employees, suppliers and other interested parties.

- To work together to achieve:
- **Right first time**
- **On time**
- **Every time.**