

# MANAGEMENT QUALITY POLICY STATEMENT

The company is committed to providing a high quality of service to our customer and our marketplace. We believe our customer has certain needs and expectations which we believe to be:

- Their order will be manufactured first time and within budget.
- Their order will be completed in the agreed time scale.
- That any customer supplied material or items will be looked after by us and will not be subject to damage or deterioration when in our care.
- That we will communicate openly and freely with the customer regarding their order.
- That queries and problems will be dealt with courteously, quickly, and effectively.
- That product or service shall comply with all relevant legislation and regulation as determined at contract review.

We endeavour to ensure that these needs and expectations are established and fulfilled in every instance.

To help us achieve these expectations, Management have reviewed and documented the way in which the company provides its services. This helps ensure that Managers and Staff understand our customer's needs and expectations and are aligned with the company's aims and objectives. We work consistently to operational standards and personnel are committed to providing a good quality of work and service, believing it to be in the best interests of our customers, the business, and each of us as individuals.

To ensure the effectiveness of our Quality Management system, the Management undertake an annual review from which the broad strategy for quality is prepared and objectives are formally confirmed to be achieved within the planning period. Progress shall be monitored and reviewed at regular quality meetings. Issues such as present and future customer requirements, service levels, communication, operational improvements, relationships with suppliers, and the resources required to maintain and improve our quality system are also addressed.

Where discrepancies are identified between planned and actual results, we will investigate these and put appropriate corrective or preventive actions into place and control any changes.

To provide additional customer confidence, the management and operational systems are designed and documented to meet the requirements of ISO 9001: 2015 Quality Systems and are verified by LRQA.

We have an inherent belief in continuous improvement and our quality system and associated procedures bring structure and form to this fundamental value.

SIGNED:



**E. William Moffat**  
**MANAGING DIRECTOR:**