

## Quality Policy Statement

Our quality management system has been developed to meet the requirements of ISO9001:2008; we will develop, implement and improve the effectiveness of the quality management system, and identify the interactions of our activities.

We will provide an environment in which every person is encouraged to continually improve the efficiency and effectiveness of our products, processes and our management system.

All personnel have a responsibility for “quality” and are required to conform to the procedures contained within the “quality system manual”; which are mandatory, and unauthorised deviations are not permitted.

Employees are provided with appropriate training, resources and the support needed to supply high quality products and services to all our customers.

Meaningful quality objectives are set through the framework of the Management Review which is then converted into individual measurable objectives for all relevant employees and functional areas.

The organisation will continue to satisfy all legal, contractual and regulatory requirements applicable to our products. We will listen to our customers, and balance their needs, with those of our suppliers, employees and investors, and endeavour to give full satisfaction at all times.

All employees are issued with a copy of the quality policy whenever there is a major change to it; when only minor amendments have been made to the policy; then copies will be posted onto works notice boards

Each new employee is presented with a copy of the quality policy as part of the induction programme.

The quality system manual carries the authority of the Managing Director.

Managing Director



Michael Hinchliffe

Dated: 31<sup>st</sup> May 2011