



QUALITY POLICY

To profitably provide our customers with product quality and service levels which exceed their expectations.

To continually improve the effectiveness of our quality management system and comply with International Standards.

To embrace the eight quality management principles as a framework for establishing and reviewing quality objectives:

- Customer focused
- Leadership
- Involvement of people
- Process approach
- System approach to management
- Continual improvement
- Factual approach to decision making
- Mutually beneficial supplier relationships

To communicate this policy and its understanding to all our employees.

To review the policy and its suitability annually.

R. G. Tracey

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Managing Director



Quality Objectives

Eight quality management principles have been identified that are used by management to lead the organizations towards improved performance and establishing and reviewing quality objectives.

Customer focused – We depend on our customers, therefore we need to understand their current and future needs. We meet their requirements and strive to exceed their expectations.

Leadership – By establishing unity of purpose and direction of the organizations we create and maintain the internal environment in which people can become fully involved in achieving the objectives.

Involvement of people – People at all levels are the essence of an organization and their involvement and commitment enables their abilities to be used for the organizations benefit.

Process approach – A desired result is achieved more effectively when activities and related resources are managed as a process.

System approach to management – identifying, understanding and managing interrelated processes as a system contributes to the organization's effectiveness and efficiency in achieving its objectives.

Continual improvement – of the organization's overall performance of the quality management system, is a permanent objective.

Factual approach to decision making – Effective decisions are based on the analysis of data and information.

Mutually beneficial supplier relationships – Our organizations and suppliers are interdependent and this relationship enhances the ability of both to create value to all.

Quality Objectives are measured and monitored by Key Performance Indicators (KPI). The current listing and description of these is maintained on Process element map QP07, Management Review.