

Quality Policy

QMS-005 Rev 2 11-01-2021

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Authorised by: Managing Director

Quality Policy Statement

As designers and manufacture of bespoke gas springs and motion control products, we are committed to continued growth, expansion of our services, the continual improvement of our Quality Management System, and in satisfying applicable requirements, including statutory and regulatory. We achieve this through robust strategic planning and the operation of an effective quality management system. This is supported by the upholding of our core values of delighting our customers by exceeding their expectations, persistent innovation, hard work/tenacity, honesty and being non-discriminatory.

We recognise that reductions in waste, and improvements in process understanding and compliance, will help to ensure the sustainability of our organisation; as will the maintenance of our organizational knowledge for the consistent provision of product and service, and for business continuity purposes.

We are committed to maintaining accredited ISO 9001 certification through co-operation, motivation and effective collaboration with all our interested parties. This will ensure consistency of approach, continual improvement and confidence/trust in our processes to deliver products and services to requirements.

Quality objectives will be set to support this policy, and the organization's changing context. These will be reviewed at the management's regular meetings.

We are committed to enhancing customer satisfaction through the effective application of our Quality Management System, and with it a socially responsible attitude to the provision of our products and services, throughout relevant locations and business operations.

Aims of our Quality Management System

- Delivering a quality service as cost efficiently as possible.
- Review the suitability and performance of this policy, our systems and objectives.
- Establish Quality objectives and targets.
- Promote continual improvement throughout the business.
- Openly report on quality performance.
- Identify, record and investigate quality related issues. Openly relay lessons learnt and actions to prevent recurrence.
- Develop, uphold and further the values of the company.

Signed: _____



Position: Managing Director

Date: 11-01-2021

Date of last review: 11-01-2021

This quality policy statement has been signed and approved by the Managing Director and is displayed at key locations throughout the site. It will be made available to all interested parties upon request. This policy will be reviewed for continuing suitability at management reviews and our performance against it measured and monitored.