

## Quality Policy

Quality strategy is compiled from the annual Management Review where senior management create targets and objectives for the forthcoming year. This is defined and translated to every area of the company in a format that can be easily interpreted at every level of the business. These objectives have two fundamental aims: to improve customer satisfaction by aiming to exceed their expectations; to facilitate continual improvement in all areas of the business that impact on the quality of our products and services.

Flexibility, creativity and service innovation are core strengths, which combined with exceptional manufacturing capability, place us in a distinct position to promote, manufacture and deliver products with excellent levels of service.

We recognise the value of all employees and strive to train and motivate all staff. Employee development will not only be in line with the business objectives it also aims to nurture personal aspirations giving individuals the opportunity to realise their potential.

To purchase finished goods, materials, componentry, supplies and services from approved suppliers. Developing mutually beneficial, long-term relationships with our suppliers to assist process management achieve process objectives and secure future business.

Streamline our systems to create logical flow that eliminates waste and maximises our effectiveness. Standardising our processes from concept to customer to provide compliance with the requirements of our Business Management System and build consistency and reliability into our products and services. Processes are mapped and monitored to identify areas for corrective action and opportunities for improvement.

Arranging our processes to promote awareness and optimise responsiveness will help to create a highly visual and extremely well organised workplace. Leadership will hone discipline and attitude and encourage teamwork to promote an evolving culture that fosters continual improvement to sustain business growth.

Signed



(Andrew Kendall-Jones: CEO)

Dated 01/10/2017