

# Quality Policy

We aim to be the quality leader in our chosen markets.

We are committed to continual growth, improvements in process understanding, the continual improvement of our Quality Management System and in satisfying applicable requirements, including statutory and regulatory.

We aim to ensure excellent quality of both product and service and to provide a framework where Quality improvement can be sought on an ongoing basis.

We are committed to the following principles:

- To place quality, safety and the environment first in everything we do.
- To understand fully our customers' and suppliers' requirements and supply the products and services agreed.
- To enhance customer satisfaction through the effective application of our Quality Management System
- To continuously improve our products and service delivery and aspire to the simple but fundamental principle of doing it "Right First Time".
- To use Key performance indicators, where appropriate, to measure, evaluate and improve our performance.
- To utilise and develop our staff fully to achieve and improve our quality objectives

We are committed to ISO9001 certification through co-operation, motivation and effective collaboration with our interested parties; this will ensure consistency of approach, continual improvement and confidence and trust in our processes to deliver products and services to requirements.



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