

Quality Policy

MISSION STATEMENT

To provide superior quality, service & delivery through continuous improvement and customer interaction. To nurture a work environment where our staff can meet their potential and thrive in an atmosphere of teamwork and company values.

The key points that underpin this are:

- Positive relationships with our customers and suppliers with a focus on matched requirements and mutual benefit to both parties.
- Continuing to nurture a happy team of staff who are passionate about manufacturing and take pride in quality and the highest level of customer satisfaction.
- Driving the business forward by growing existing customer accounts whilst actively seeking exciting yet appropriate customer relationships to further boost growth in varied markets.
- Supporting the business with continued investment and the application of cutting edge and cost-effective technology as appropriate.
- Continuously improving our processes and systems to maintain steady and predictable control of the growing business at all levels.

To enable this, we shall:

- Continually strive to offer the best manufacturing services in the UK.
- Keep customer satisfaction and commitment to quality at the heart of our business.
- Be open & honest with our customers and ensure customer requirements and associated risks are understood and fully met.
- Use suppliers who share our commitment to customer satisfaction and conduct their business in an ethical manner.
- Establish and maintain a Quality Management System that complies with ISO9001:2015 & AS9100 Rev D standards, & other applicable regulatory and statutory requirements.
- Be committed to driving continuous improvement through:
 - Setting, communicating, and measuring performance objectives and targets (KPIs)
 - Analysing performance information.
 - Identifying & managing risks.
 - Using customer feedback to help improve our services.



Clare Trevarton, Managing Director

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