



## **QUALITY POLICY**

The quality objective of the Company is to provide superior grade seals and spare parts and accurate and professional customer service. Associated with this objective is the recognition that our customers expect products to be supplied at a competitive price and within the agreed timeframe.

Our objectives will be achieved by understanding our customers' needs and expectations, and by providing products that consistently meet those needs and expectations whilst complying with all statutory and regulatory requirements.

Our corporate structure reflects our aim of continuously improving our services to the highest level, whilst maintaining full transparency.

To ensure these requirements are achieved with discipline and consistency, and to create an environment of continuous improvement, the company is committed to the development, implementation and maintenance of a Business Management System that as a minimum, meets the requirements of the internationally recognised Quality Management Standard, ISO 9001.

Our Business Management System ensures senior management are committed to:

- Providing a framework for setting and reviewing quality objectives, which reflect our overall strategic direction. A strategic plan and register of company objectives has been established for this purpose;
- Ensuring this Policy remains appropriate to the purpose and context of our organisation and supports our strategic direction;
- Satisfying applicable requirements including understanding our customers' needs;
- Ensuring we consult with our customers to develop their needs;
- Maintaining high standards of service;
- Provision of training and development opportunities for employees to be effective in their processes;
- Establishing and maintaining a continual improvement work environment;
- Ensuring these requirements are communicated to and understood at all levels in the organisation;
- Regularly reviewing our operational processes for continuing suitability and effectiveness;
- Communicating this Policy within our organisation, to ensure it is understood;
- The availability of this Policy to relevant interested parties, as appropriate.

Tracey Lovelace  
Director

Reviewed: 11 January 2023

Date	Revision Details	Approved By
17/05/2015	Original Issue	Jason Apthorpe
15/08/2017	Revision 1	Tracey Velthuyzen
01/07/2018	Revision 2	Tracey Velthuyzen
18/01/2019	Revision 3	Jason Apthorpe
17/01/2020	Revision 4	Tracey Velthuyzen