

QUALITY POLICY MANUAL

QUALITY POLICY

COMMITMENT AND POLICY

The Management and employees of Williams & Co Precision Limited are committed to meeting and exceeding our customers' expectation of quality, service and value for money. This will be done by creating a working partnership with our customers that includes involvement from the design stage onwards, resulting in cost effective manufacture of products that exceed customer expectations and increase our share of their business. We shall apply this policy and develop our precision engineering business in the products that we manufacture and supply, supported by excellence and consistency in the service that we provide.

METHOD AND COMMUNICATION

We will control the costs, programme and correctness of each identified aspect within our operations that can contribute or detract from our optimum performance as a quality objective. We shall communicate this mission at all levels in the company through instruction, advice and publication of this policy statement in areas where quality matters are affected. This will be done by adopting the international quality standard for our industry AS9100 Rev D for senior management to assess and monitor the continued improvements in our quality programme.

DIRECTIVES AND OBJECTIVES

The goals are to continuously develop our business to the benefit of our Customers, Shareholders and Employees. Our directives for improving our quality management systems are:

- a) Provide the necessary resources
- b) Exceed customer and market expectations
- c) Develop a close relationship with Customers and their Designers
- d) Conduct Management Reviews to evaluate QMS effectiveness and identify opportunities for improvement and potential risks.
- e) Develop competence, awareness and interest in product and service quality
- f) Review and communicate customer requirements
- g) Develop, verify, validate and improve our products and capacity
- h) Develop, verify, validate and improve our manufacturing capability
- i) Establish close relationships with suppliers for quality, cost and delivery
- j) Develop our identification and traceability practices
- k) Be a good steward for our customers' property
- l) Maintain good logistical practices
- m) Measure and monitor our company quality performance
- n) Install a culture for continual improvements.

The above directives provide the framework from which the specific quality objectives agreed and reported to management reviews will be allocated, measured and reviewed.

REVIEW

This policy statement, directives, objectives and their targets will be reviewed at a management review meeting held annually to advance, confirm and support the informed commitment of our executive management to this policy. The statement and the quality objectives and targets, which are directed from this policy will only be changed after thorough technical evaluation.

Signed..... Dated.....

INTRODUCTION