

Quality Policy

A quality policy that reflects the Partner's quality goals is shown below. It is reviewed during management review meetings and is modified as needed to ensure continuing applicability. Revisions to the policy are approved by the Partner and communicated to employees and other stakeholders as necessary.

Quality Policy Statement

Vision

To be our customers' first-choice partner for their precision engineering requirements.

Mission

Provide engineering services that exceed customer expectations in terms of expertise, quality and on time delivery.

To help achieve this we will.

Customers

- Ensure customer requirements and associated risks are understood and fully met.
- Maintain an open and honest dialogue with customers.
- Use customer feedback to help improve our services.
- Keep customer satisfaction at the heart of our business.

Internal Systems

- Operate effective and safe working practices.
- Ensure the working environment is conducive to product quality.
- Manage risks associated with effective quality management.
- Harness and protect company knowledge.
- Ensure compliance with AS9100 and ISO 9001:2015 and other applicable regulatory and statutory requirements.
- Set, communicate and measure performance objectives and targets.
- Analyse performance information to facilitate continual improvement.

Employees

- Ensure employees are competent.
- Ensure employees work and conduct themselves in an ethical manner.
- Encourage employees to be involved in improvement and customer satisfaction matters.

Suppliers

- Use suppliers who share our commitment for customer satisfaction.
- Use suppliers who conduct their business in an ethical manner.
- Use suppliers who meet our performance expectations.
- Monitor ongoing supplier performance.