



**DOCUMENT UNCONTROLLED WHEN PRINTED**

**Quality Policy Statement**

The Top Management of Assembly Solutions Ltd (ASL) is committed to its Quality Policy as part of its day to day running of its business. To ensure that this policy is clearly defined, understood and effectively implemented at all stages of the company's operations, a documented integrated management system (IMS) has been developed to comply with the requirements of ISO 9001: 2015.

The IMS manual specifies the organization and procedures upon which the quality policy is based. The procedures, which apply to all products and services of the company, have been authorized and must be adhered to for the relevant activity at all stages of the company's operations. All the company's procedures are relevant to the expectations and needs of the customers and the company. The company reviews this policy and the IMS manual at the management review meeting. The management team will also monitor the quality objectives in monthly operations meetings. Top management is committed to satisfying applicable requirements such as those relevant to all interested parties. A copy of this statement will be issued to all employees of the company.

**The quality policy statement is:**

- Appropriate to the purpose and context of ASL and supports its strategic direction.
- Committed to meeting customer requirements.
- Committed to provide a framework for setting quality objectives.
- Committed to satisfy applicable requirements.
- Committed to continual improvement of the integrated management system.
- Available and be maintained as documented information.
- Communicated, understood and applied within ASL.

**The quality policy statement shall:**

- Take accountability of the effectiveness of the IMS.
- Ensure that the quality policy and objectives are established for the IMS and are compatible with the context and strategic direction of organisation.
- Ensure the integration of the IMS requirements into the organisation's business processes.
- Promote the use of the process approach and risk-based thinking.
- Ensuring that the resources needed for the IMS are available.
- Communicate the importance of effective integrated management and of conforming to the IMS requirements.
- Ensuring that the IMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the IMS.
- Promoting continual improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

**Objectives & Targets**

|                  |  |   |  |  |   |
|------------------|--|---|--|--|---|
| <b>Objective</b> | Ensure on time delivery at least 95% of the time                 | Ensure that real time efficiency is at least 88%                        | Ensure that any customer complaints are less than 2 per month                        | Improve quality training for shop floor staff  | Maintain 90% customer satisfaction rate.                                  |
| <b>Target</b>    | Ensure that deliveries are made on time over the next 12 months. | Ensure that real time efficiency is at least 88% for the next 12 months | Ensure that any customer complaints are less than 2 per month for the next 12 months | To ensure at least 20 shop floor staff are trained to IPC within the next 12 months. | Achieve 90% or more customer satisfaction rate within the next 12 months. |

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| <b>Date:</b>       | 31 <sup>st</sup> March 2021 |