

## QUALITY POLICY

It is Bristol Metal Spraying & Protective Coatings Ltd's policy is to supply products and services and set objectives to ensure that customer satisfaction and customer expectations are met all of the time.

We will strive for continual improvement of our QMS (Quality Management System) to enhance quality performance.

Our quality objectives and targets are defined within the QMS, and are communicated to all employees through the Company Strategic Plan.

We are committed to:

- Conducting regular management reviews to ensure we are reviewing objectives and targets and continually improving the effectiveness and performance of our QMS.
- Maintaining our QMS and complying with the requirements of BS EN 9001:2015 / AS9100 Rev D, and all applicable customer, statutory and regulatory requirements as a minimum.
- Responding to customers' enquiries in a timely and efficient manner.
- Achieving zero customer complaints and non-conformances; delivering goods and services of the correct quality, on time and in full.
- Integrating the QMS requirements including the process approach and risk based thinking into our business processes.
- Ensuring that the resources needed for the QMS are available to achieve it's intended results.
- Delivering customer value.
- Increasing efficiency and productivity with a stable workforce.

The company fully supports the development of it's employees and equally expects all employees to support effective quality management.

This policy is not in any way restricted, it is displayed around the company site and is available to all interested parties on request.

Gillian Payne  
Managing Director

Debra Nelmes  
Quality Director