



QUALITY POLICY STATEMENT

This policy applies to all activities carried out by the group of companies owned or operated by Specialist Machine Developments (SMD) Limited in all locations from which they operate. This group is known as “SMD”.

The purpose of this policy is to provide a focus to direct the business organisations and demonstrate top management’s commitment to Quality.

SMD is committed to:

- Ensuring the Quality Management System complies with the requirements of ISO 9001:2015 and is continually improved to support business needs and effectiveness.
- Meeting Customer satisfaction.
- Never promising to achieve customer requirements that we know we cannot meet.
- Top management driving these quality commitments.
- Meeting the highest achievable standards of Quality in order to get it “Right First Time”.
- Setting measureable objectives at appropriate levels throughout the organisation based on the business plan. Objectives are reviewed and monitored periodically and are adequately managed and resourced.
- Ensuring the workforce understands and is fully aware this policy and the importance of the Quality Management System.
- Making a long term commitment to its employees to develop in an environment which is stimulating, enjoyable and equitable, which also promotes a passion for excellence and empowers people to make courageous decisions.
- Fostering close partnerships with our customers, which together with our creativity and innovation, ensure they get the best possible value.
- Meeting regulatory and statutory requirements.
- Ensuring a safe place of work and safeguarding our environment.

This policy will be evaluated as part of the overall review of the QMS to ensure it is appropriate to the organisation.

A handwritten signature in black ink that reads 'Mike'.

Mike Jones

CEO

November 2019