

## Quality Policy & Objectives Statement

The Executive have issued this Quality Policy Statement to demonstrate their on-going commitment to compliance with their certified QMS which is certified to comply with the requirements of ISO 9001:2015. The scope of this quality management system includes stockholding, servicing, sales, manufacture and design of fluid power equipment and components. The quality management system is applied to provide the client with a consistently high and measurable level of product and service quality.

The Management Team has agreed the following Measurable Objectives:-

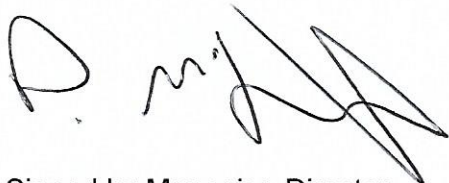
- Set objectives and monitor progress to achieve "On-going Business Improvement".
- Set objectives to monitor and measure the degree of "Customer Satisfaction" of all our transactions.
- Identify and respond to customer current and future "Needs and Requirements"
- Ensure all personnel are trained, qualified and competent to perform their duties
- Ensure all staff are fully aware of this quality policy and the importance of their role in achieving the objectives
- Purchase from suppliers who consistently demonstrate their ability to meet the level of product quality, reliability and support we require to achieve our objectives.

The "Ownership" of this Quality Management System is devolved to all members of the Management Team and Employees. The Quality Manager has specific responsibilities to monitor compliance with, and effectiveness of, the QMS by:-

- Ongoing review and assessment of achievement against the set targets.
- Conducting system audits to prove compliance with ISO9001 and assess the effectiveness of the QMS
- Analyzing concerns, customer complaints and the effectiveness of the appropriate corrective actions to prevent reoccurrence of issues.
- Reviewing all elements of the QMS to identify potential for ongoing improvement.
- Monitoring personnel training and development needs.
- Measuring the effectiveness of training provided.

The Company appreciates the importance of the contributions made by all employees in achieving the Quality Objectives and ongoing business improvement. Therefore the Company provides the necessary instruction, information, training and support to motivate and enable all employees to further contribute to the Company success in achieving these Objectives.

This Quality Policy & Objectives Statement is approved and authorised on behalf of PRIMARY FLUID POWER by:



Signed by Managing Director

Date: 24.07.17

Paul McGrady

Issued 25 July 2017