

## Quality Policy

It is the policy of **Armfield Ltd** to achieve success through a shared commitment to meet or exceed our customer's expectations through teamwork and continuous improvement and innovation, to support our standing as a leading supplier of:

**Design, Manufacture, Installation, Commissioning, Training, Servicing and Repairs of Engineering Teaching Equipment for Universities and Technical Institutes and Research Products for the Food Industry.**

It is further committed to the setting, measuring, monitoring and achieving or exceeding its quality objectives in order to continually improve its performance. These goals and objectives are communicated to all its employees".

The senior management has a permanent commitment to achieve our mission to:

- ✓ Ensure customer requirements and expectations are understood and fulfilled with the aim of achieving 100% customer satisfaction and enhancing customer relations.
- ✓ Undertake, through training, instruction and examples, that each employee has the correct understanding their role within the team, and its direct relevance to the final product quality, and the success of the Business.
- ✓ Uphold the practice of continual process, performance improvement and supporting the Quality System.
- ✓ Conduct regular management reviews to determine the effectiveness of the quality management system, to ensure the availability of resources, establish relevant KPI's and set operational objectives in order to achieve the strategic direction of the business.
- ✓ Ensure the safety of our employees at all times, Identify and conform to all regulatory & legal requirements that govern our activities and respect the environment to prevent any risk of pollution.

**Armfield Ltd** operates a third party accredited quality management system to BS EN ISO 9001: 2015. The structure of the quality management system is defined within the quality manual. This quality policy is reviewed regularly to ensure its continuing suitability and is endorsed by the Managing Director as Head of Quality.

Signature  Date 20/12/17

Position Managing Director Review