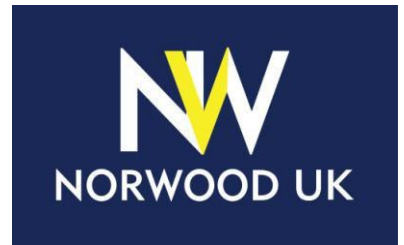




NW
NORWOOD UK

Quality Policy



QUALITY POLICY

Norwood UK aims to provide the highest level of service and quality and to provide its customers with a personal and responsive approach to their needs on time and within budget.

The Organisation is totally committed to setting and achieving quality standards that are capable of meeting or exceeding, in all respects, the specific requirements and reasonable expectations of our customers for high quality, reliable, equipment and service.

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction.

The management has a continuing commitment to performance improvement and will:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
3. Establish the quality objectives.
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.

5. Ensure the availability of resources to work with suppliers to maintain the highest quality standard.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability. Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System. The register of objectives and Targets for 2015 is held within the management system.

Signed for and on behalf of the company

A handwritten signature in blue ink, appearing to be 'J Basford', written over a horizontal line.

J Basford – Business Development & SHEQ Manager