

## QUALITY POLICY

### Statement of Company Policy

**To serve the brand with distinction by profitably meeting the service expectations of our customers and improving our position as their long-term strategic partner**

We aim to achieve this by:

#### Market Leadership

- Promotion of ourselves and the brand

#### Profitable Operation

- Efficient financial management
- Continual improvement in quality performance, maintaining our accreditation to ISO 9001

#### Effective and Efficient use of Resource

- The setting and monitoring of quality objectives and targets
- Developing our staff to their full potential
- Creating an environment to motivate people to do their best
- Providing regular, relevant business communications to everyone

#### Group Interoperability

- Global Cooperation with the Plasser group of companies
- Exchange parts & Information

#### Customer Service

- Responsive service
- Help our customers out
- Meeting requirements and regulations
- Communicating with customers, suppliers, industry bodies, internally, and group companies
- Making and keeping our promises, maintaining the group and companies reputation for quality and reliability

#### Long-term Strategic Partnership

- Superior technical knowledge
- Being a step ahead of the rest, by monitoring, understanding the business context and taking early action.
- Long term contracts
- Working with supplier and customers to maintain the highest quality standards
- Shared goals

These strategic objectives form the framework of our management and are regularly reviewed

Mark Simmons  
Managing Director  
Plasser UK Ltd

For the displayed page:

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