

## **DON & LOW LTD**

### **QUALITY POLICY**

In pursuing our business objectives, Don & Low Ltd. will act with utmost attention to the quality of all its activities.

Management are responsible for leadership and for demonstrating their commitment to the Quality Management System (QMS) and for communicating this throughout the organisation.

Management shall plan and ensure that the QMS contains suitable and effective processes and control measures to optimise business opportunities and risk.

Our aims are to support the strategic direction of the company by:

- ❖ Be the acknowledged leader in the market with respect to the quality of the goods and services we provide.
- ❖ Ensure that customer requirements are fully understood and effectively communicated.
- ❖ Regularly seek feedback from our customers on their level of satisfaction to identify opportunities for improvement.
- ❖ Respond promptly and positively to any customer alerts.
- ❖ Establish and maintain partnerships with our customers and suppliers to optimise the value-added supply chain.
- ❖ Invest in the latest technology applicable to our business.
- ❖ Involve various disciplines in the product development process to ensure effective and efficient design.
- ❖ Ensure that our products are tested demonstrating compliance with appropriate legislation, performance standards and product certification relevant to the company and end use markets.
- ❖ Minimise waste and maximise output through efficient plant utilisation.
- ❖ Ensure continuous improvement of the quality management system by holding management reviews at planned intervals.
- ❖ Provide appropriate training for employees.
- ❖ Communicate effectively with our employees and other interested parties.
- ❖ Empower our employees to make decisions.
- ❖ Considering the possible effects of climate change on all interested parties.

Where applicable, specific objectives are established or revised at the Quality Management Review and senior management will regularly review the performance to these objectives to identify opportunities for improvement.

Line management communicate the results of the review to their departments to ensure everyone is aware of the organisation's performance and how they can contribute to the objectives.

Managing Director

