

## Quality Policy - Workshops & Sites Manufacture, Fabrication & Installation.

The quality of our products and the service we offer to our customers are of vital importance to enhance customer satisfaction and to the well-being of our Company.

The company key management will ensure that through continuous improvement in the manufacturing and quality system we will fulfill the needs and expectations of our customers and thereby retain our existing client base and encourage other companies to use our services.

This will be achieved by:

- **Adhering to** quality management systems i.e BSEN ISO 9001 2000, and the European Pressure Regulations, which are designed to protect the requirements of our customers and improve on our market lead and share.
- **Aiming to** do all we can to minimise product non-conformities, regular management reviews will take place to achieve this.
- **Responding** quickly and effectively, to the contractual needs, requirements, and expectations of our customers.
- **Recognising that** all employees at the company have a responsibility for quality in manufacture, installation, & services, and have a vital role to play in its improvement. The Meldan quality policy will be communicated to all levels of personnel within the company to promote quality awareness and the obligations that are required of them.
- **All existing & new employees** will be inducted to make them aware of their Quality responsibilities and the Quality Management Systems that are operated within the company.
- **Ensuring that** all our sub contractors & suppliers play their part towards achieving necessary quality standards, this will be achieved by an effective purchasing process verified by goods inward inspection of all materials and periodic reviews of all sub contractors engaged by the company.
- **Quality improvements** will be planned to enhance customer satisfaction regarding our products & with the commitment required to achieve our own organisational goals. Company aims, objectives, and organisational goals will be an integral part of the agenda at the yearly Q/A management review meeting, they will be planned and documented and reviewed accordingly.

Signed: \_\_\_\_\_

N. Dickinson Director

Date: 6<sup>th</sup> January 2009

Signed: \_\_\_\_\_

S. L. Blackman SHEQ Manager

Date: 6<sup>th</sup> January 2009