



## Quality Policy Statement

It is the policy of Osborne Engineering Limited to manufacture and supply products that are fit for purpose and consistent with Customer's specified requirements by an active and co-ordinated programme of defect prevention and quality improvement using the relevant Quality Standards.

The targets for improvement of the quality system and overall business performance criteria are expressed within the business objectives and departmental policies.

The continuing objective is to provide goods and services of a consistently high standard of quality and reliability that satisfies, as a minimum, the Customer's specified requirements and in doing so shall:-

- provide optimum Customer value commensurate with cost.
- be consistent with public and customer safety interests.
- minimise costs associated with unsatisfactory or unacceptable manufacture or service.

In order to maintain its policy of continual quality improvement, Osborne Engineering Limited monitors the quality and effectiveness of its activities and systems, and shall:-

- maintain a quality system which satisfies the requirements of ISO 9001:2008
- ensure the understanding, implementation, maintenance and commitment to this policy by all company personnel.
- specify in documented procedures and instructions, requirements to control quality at all necessary operational stages.
- pursue an active policy of defect prevention across the full range of company activities.
- maintain records as objective evidence to show compliance with the quality system requirements.
- Evaluate our performance to that of our competitors in order to re-align our systems and processes to improve our quality and cost competitiveness.
- review, update and improve the company quality management system to ensure that quality requirements are met in an efficient and cost effective manner.

Simon Morris

Group Quality Manager

Shukri Benfaied

Managing Director

