

# Quality Policy

Parkway, Deeside Industrial Park, Deeside, Flintshire CH5 2NL  
 Contacts: Terry Breen, Managing Director / Mike Lilley, Production & SHEQ Manager  
 INT01234 – Issue 8



remsdaq

## Statement from the Board of Directors

Remsdaq as a certified ISO 9001:2008 organisation produces products and systems that are used world-wide and therefore demand the highest standards of performance and reliability. The quality of our products and services play a key role in achieving customer satisfaction and in turn business success.

It is the Company's policy to provide competitive products and services, which fully conform to the customer, as well as applicable statutory and regulatory requirements. The Company is also fully committed to meet applicable industry codes of practice, any relevant product standards and applicable legal requirements.

Our overall quality objective is to continually improve customer satisfaction by operating efficient and effective quality systems within an environment striving to exceed customer needs and expectations at every opportunity. This will be achieved through understanding current and future customer needs and expectations and through structured planning.

Remsdaq Directors and its Senior Management Team are fully committed to quality leadership and as such will provide the appropriate:

- Organisation and support to align all our activities to satisfying the needs of our internal and external customers, business partners and suppliers
- Equipment, facilities, processes & procedures for our employees to carry out their work
- Training and education to all our employees thereby enhancing their performance

Within Remsdaq Limited, quality is defined as the achievement of specified standards by a co-ordinated team effort working to defined requirements and procedures applying a consistent level of management control throughout all phases of work from the receipt of an enquiry to after sales service.

Individual and team commitment to excellence is actively encouraged and as such it is everyone's responsibility to aim for error free work at all stages, and specifically:

- To work to the policy and procedures described in the Integrated Management System and other business documents.
- To highlight areas where improvements can be made to meet the customer and applicable statutory and regulatory requirements.

The Integrated Management System defines the requirements and procedures to be followed by all personnel to achieve the Company's Quality Policy.

Terry Breen  
 Managing Director

**Reviewed: 03/02/2017**

