

QUALITY POLICY



The Cutting Edge Of Precision Engineering



Our Quality Policy is established and maintained by Senior Management and driven by the following management principles and behaviours:

- Committed to satisfying all applicable Business Management System, (internal) and external related requirements.
- Achieve our commitments for quality, cost and on-time delivery performance.
- Drive continual improvement and innovation, based on efficient business processes, well defined smart measurements, best practices and customer satisfaction measures.
- Promote the importance of our family core values and key focus areas, enabling the Company to achieve/strive towards its vision.
- Develop staff competencies, promote hard work and creativity, empowerment and responsibility through development programs and management commitment.
- Build a collaboration with customers through the understanding of their needs and expectations, providing customer service, support at a competitive cost, whilst maintaining a profitable margin for re-investment.
- Implement reliable risk management at all levels of our organisation, ensuring product safety and mitigation against counterfeit material.

At PSM, we strive to be the best in the field of our expertise. Through the use of these guiding principles, everyone in our organisation is responsible for conforming to our Business Management Systems requirements and fully satisfying our customers by meeting or exceeding their needs and expectations with best in class service and support. Our goal is to achieve total customer satisfaction.

This Quality Policy and objectives are maintained as documented information and reviewed for applicability every six months at Business Review.

The management team ensures the Quality Policy is explained to every employee. The Quality Policy is included in new employee training, is posted in prominent places throughout the facility and further communicated via the organisations intranet. The Quality Policy is available to other relevant interested parties via the organisations website.

A handwritten signature in black ink, appearing to read 'Simon Marsden', is written over the text of the paragraph above.

Simon Marsden
General Manager