



Our Q&E 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 environmental, 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, key focus areas, product safety and the detection of counterfeit parts.
- 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.
- Protect the environment, including preventing pollution resulting from business activities and delivery of our services.
- Optimise the efficient use of resources and energy by encouraging effective reduction methods consistent with best practice.
- Control the disposal of all generated waste responsibly and correctly, re-cycling material wherever practicable, minimising waste admitted to landfill.
- 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 Q&E Policy and objectives are maintained as documented information and reviewed for applicability at least annually at Management Review.
- The management team ensures the Q&E Policy is explained to every employee. The Q&E Policy is included in new employee training, is posted in prominent places throughout the facility and further communicated via the organisations intranet. The Q&E Policy is available to other relevant interested parties via the organisations website.

Simon Marsden
Managing Director

QUALITY & ENVIRONMENTAL POLICY

