

## 5.2 Quality Policy

### Quality & Environmental Policy

It is the policy of W H Rowe to achieve success through a shared commitment to meet or exceed our customer's expectations through teamwork and continuous improvement and innovation, to support our standing as: "Specialists in manufacturing sand and gravity die castings in aluminium, including machine finishing, powder coating and light assembly operations" It is further committed to the setting, measuring, monitoring and achieving or exceeding its quality objectives in order to continually improve its performance. These goals and objectives are communicated to all its employees".

The senior management has a permanent commitment to achieve our mission to:

- ✓ Ensure customer requirements and expectations are understood and fulfilled with the aim of achieving 100% customer satisfaction and enhancing customer relations.
- ✓ Undertake, through training, instruction and examples, that each employee has the correct understanding their role within the team, and its direct relevance to the final product quality, and the success of the Business.
- ✓ Uphold the practice of continual process, performance improvement and supporting the Quality System.
- ✓ Conduct regular management reviews to determine the effectiveness of the quality management system, to ensure the availability of resources, establish relevant KPI's and set operational objectives in order to achieve the strategic direction of the business.
- ✓ Ensure the safety of our employees at all times, Identify and conform to all regulatory & legal requirements that govern our activities and respect the environment to prevent any risk of pollution.

W H Rowe Ltd operates a third party accredited quality management system to BS EN ISO 9001: 2015. The structure of the quality management system is defined within the quality manual. This quality policy is reviewed regularly to ensure its continuing suitability and is endorsed by the Managing Director as Head of Quality.