

QUALITY POLICY

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The Quality Policy of SMC Euroclamp Ltd is to provide its customers with goods and services of the highest quality and reliability, which is consistent with sound commercial practices and economic considerations.

A Policy of continual improvement in the quality of goods and services has been adopted by the management, designed to meet the needs and expectations of customers and to achieve fitness for purpose in every contract. Quality objectives are established and reviewed to ensure continual improvement takes place.

The commitment of the company is total and it is formally committed to establishing and maintaining an environment and formal procedures which are deemed to meet the requirements of BS EN ISO 9001:2000.

This involves the implementation of systems which are designed to make use of cost effective, planned and systematic procedures that determine, assess and achieve quality and economy in compliance with the specified requirements.

The quality assurance system adopted by SMC Euroclamp Ltd covers all quality related activities from sales quotations to the delivery and service of product to the customer, including the control of purchased goods and services from outside suppliers.

It is also the company's declared policy that all employees shall have a full commitment to quality and that they shall produce work of the highest standard of quality and that attitudes of 'right first time' will prevail at all times. In making this statement, the company acknowledges that training and understanding are essential requirements and have therefore adopted formal procedures to ensure they are carried out.

SMC Euroclamp Ltd firmly believes that the continued success of the company depends upon the ability to provide a first class service to its customers and a positive commitment to continuous improvement exists in all aspects of its operation.

Signed :

A.B.Holcroft
Management Representative

Extracted from the Quality Manual