



QUALITY POLICY

- **We will seek to develop High Level, Cost Effective Support for our Internal/External Customers, to improve Quality that leads to greater reliability, enhanced services and increased efficiency.**
- The Senior Management Team are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We will provide an internal environment in which our people can become fully involved in achieving the organisation's quality objectives.
- **We are committed to the continuous improvement of the products and services that we provide and to the effectiveness of our Quality Management System. We will set clear quality objectives and monitor our progress towards their successful achievement.**
- Quality is integral to all our working practices. We believe that it is critical to the success of our business. We depend on our customers and are committed to supplying them with high quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations.
- **We aim to recruit & retain highly motivated, competent people. Our people are seen as our most important asset. We encourage their full involvement in order to develop their abilities for the benefit of the individual and the company.**
- We will manage our activities and associated resources as a series of planned processes to produce the right product, at the right time with minimum wastage, while seeking to maximise efficiency. Our individual processes will be structured into a documented Quality Management System which meets the requirements for ISO 9001:2015 that are listed within the scope of our certification.
- **We will measure our performance in key activities and use the data collected to make informed and effective decisions on how to improve our processes. Quality is integral to all our working practices and Senior Crumlin believes that it is critical to the success of our business.**

Certification

Our QMS is externally audited by LR and has been certified as meeting the requirements of ISO 9001(IATF 16949 Design & Support) for Quality Management Systems listed within the scope of our certificate.

ROB VAUGHAN

MANAGING DIRECTOR & CEO, CRUMLIN

A handwritten signature in black ink, appearing to be "R. Vaughan".

07.07.2020