



## QUALITY POLICY STATEMENT

The Managing Directors, Directors and Managers of SUK and SET accept their responsibility to develop and maintain a common documented Quality Management System that ensures its products and services meet with customers expectations and requirements.

The Company is committed to continued growth through the provision of an extended range of products, manufactured and distributed under the control of an effective Quality Management System, which has been designed in accordance with the requirements of IATF16949. In order to achieve this, we are committed to developing partnerships with our employees, customers and suppliers, and to strive for continual improvement in all aspects of our business.

Our aim is to maintain and strengthen our market sector position by the continuous improvement of our employees, products and systems of work. In so doing, we shall ensure that we meet the continuing improving standards and expectations of our customers. We will continue to invest in new technology and in our employees in order to meet the changing demands of the market place and to ensure that we continue to make quality products at competitive prices.

The main features of this quality policy are encapsulated in the following principles:

- We shall manufacture and distribute products whilst operating to IATF 16949 quality system requirements
- Ethical conduct at all times. A commitment to act with honesty, integrity and professionalism in all aspects of our business
- Quality improvement is a primary task and is the responsibility of everybody. It is a continual process and the Company will ensure that all interested parties are kept informed of its status
- Quality Objectives are established and reviewed throughout the organisational levels
- Training and development of the individual is an important part of the quality improvement process and we aim to give all employees the opportunity to better themselves through internal and external training programs
- The Quality Management System is audited, reviewed and enhanced to ensure that corrective measures are performed to eliminate discrepancies, and that the implemented system is effective.
- Customer satisfaction will be viewed by the level of customer concerns, and by our benchmark performance relative to our competitors

Suppliers of goods, resources and services shall be seen as an integral part of the total quality improvement process, controlled through a structured monitoring programme and evaluation of product and facilities.

Our vision is that providing 'Customer Satisfaction', combined with a culture of 'Continual Improvement' throughout all aspects of the business, provides the only sustainable source of profitable market growth.

WAYNE ASH

Managing Director – Sanko Gosei UK Ltd / SET Europe Ltd

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