

# INTEGRATED MANAGEMENT SYSTEM POLICIES

## Quality Policy

The Management of Hard Anodising Surface Treatments Ltd are committed to providing quality products and services to our customers through the implementation of our Integrated Management System

We aim for total customer satisfaction by ensuring that Quality, which we deem to be 'conformance with specified requirements including customer, statutory and regulatory requirements,' is achieved on all orders.

We aim to achieve this by:

- Planning, organising, conducting and managing quality activities at all stages of the business process in order to produce the correct product / service, on time with minimum wastage while operating maximum efficiency.
- Continually reviewing and analyzing our performance and systems with the aim of providing continual improvement.

Hard Anodising Surface Treatments Ltd are fully committed to maintaining an Integrated Management System that meets the requirements of BS EN ISO 9001, and AS 9100

Hard Anodising Surface Treatments Ltd have established an Integrated Management System, which we will maintain and develop, to ensure that our Company Quality Policy is achieved, sustained and improved upon.

The purpose of the Integrated Management System is to:

- Provide a clear statement of Quality Policy and the methods by which will be assured
- Implement our Quality Policy by means of IMS Procedures
- Achieve our Quality Objectives
- Establish a concise reference manual of standard practices and procedures of the Organisation
- Provide a reference against which current practice and proposed improvements can be factually assessed
- Provide a document system that specifies the methods employed to achieve, maintain and improve quality standards
- Identify and designate personnel who will be responsible for ensuring that standards are maintained and Quality is achieved
- Harmonise Policies and Practices across all departments
- Stabilise, harmonise and maintain practices throughout Hard Anodising Surface Treatments Ltd
- Manage, control and monitor our contractual arrangements and business practices
- Improve efficiency and performance

To ensure the requirements laid out in the integrated management system are met, this policy and its obligations are communicated to all employees and is available to other interested parties on request.



Christopher Bayliss  
Director