



## QUALITY POLICY

D.M.P. Company Limited is a customer-focussed organisation that operates a quality system in conformance with the requirements of IATF16949 & ISO9001. Identifying and satisfying customer needs, while remaining profitable, is the prime objective of the organisation.

Customer satisfaction is at the core of all company activity, it is addressed through the implementation of a business plan that includes:

- The establishment of strategic business objectives that relate to the achievement of customer satisfaction
- Identification, monitoring and measurement of performance indicators for all business processes that can effect customer satisfaction
- Setting targets for improvement for all business processes that can have an effect on customer satisfaction.
- Implementing a **continuous improvement philosophy** as central to all business processes

Regular planned auditing shall be undertaken to verify that all business processes are operating effectively and efficiently and that targets and objectives are being met. Any deficiencies detected shall be reported to the Managing Director.

Employees receive sufficient training to enable them to understand the part they play in ensuring that our customer's needs are met in every aspect of business-to-business relationships, including their responsibility for quality and the implications of failure.

Continuous improvement of all business processes is integral to the organisation, and is actively pursued. All personnel are involved in this aspect of company activity. Employees receive sufficient training to enable them to play a full part in continuous improvement activity.

All key information in respect to the company's performance with regard to fulfilling customer specific requirements, achieving customer satisfaction and maintaining continuous improvement is published throughout all levels of the organisation.

THE QUALITY ASSURANCE DEPARTMENT SHALL BE MANDATED TO OPERATE FREE OF COMMERCIAL, CONTRACTUAL OR DELIVERY CONSTRAINTS IN ALL MATTERS RELATING TO QUALITY AND SHALL BE THE FOCAL POINT WITHIN THE COMPANY FOR ALL QUALITY ACTIVITIES.

The operating philosophies described in this document have the full support of the undersigned.

**L E Childs**  
**Managing Director**