



Sumac Precision Engineering Ltd.

Quality Policy

Sumacs vision is:

“Committed to providing a service that complies in all respects with the requirements contained in contract and/or customer’s purchase order.”

The goals of our business are:

- To ensure our customer’s satisfaction we will continually review procedures to facilitate improvement and ensure delivery, price, service and quality. This is endorsed by the provision of a documented quality system, subject to internal and external audit at regular intervals.
- The Directors, Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review, with suppliers and sub-contractors being encouraged to co-operate. The Company is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of ISO 9001.

Objectives are:

- Monitor Customer satisfaction through Customer Perception Questionnaires, (Process 93).
- Internal audits are carried out through a scheduled program (Process 1)
- Manage Supplier development by measuring and monitoring on time delivery, product quality, price & support, sustained by visits and assessments, (Process 15).

Mike Robson	Managing Director	Sig. 	Date: 01/11/18
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