



## Sumac Precision Engineering Ltd.

### Quality Policy

Sumacs vision:

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


Sumacs goal:

The staff and management are committed to consistent provision of quality products and services that will satisfy the demands and expectations of our customers by continual improvement of Quality Management System and conforming to local standards, customer requirements and prevailing codes of practices.

Sumacs Objectives:

- Fully understanding the Customers requirements, (Process 81).
- Enhancing customer satisfaction and manage any customer complaints, (Process 100).
- Manage Supplier development by measuring and monitoring supplier performance (Process 15).
- Carrying out Internal Audits through a scheduled program, (Process 1).
- Monitoring Ontime Deliveries, (Process 93).
- To minimise customer rejections by identifying root causes and putting preventative actions in place, (Process 97).
- Continual Improvement of the Quality Management System, (Process 12).

The Quality Policy and associated Objectives are reviewed at each Quality Review Meeting and agreed at the annual Management Review Meeting.

Mike Robson	Managing Director	Sig. 	Date: 08/11/19
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