

## Quality Policy

Sandwell UK Limited aims to provide a defect free service to all its customers, on time and within budget by continually monitoring Quotation Response Time, Cost of Quality, Supplier Quality and On-Time-Delivery.

The Organisation operates a Quality Management System that has gained AS9100 including aspects specific to shot peening and specialist coatings.

The management is committed to:

1. Development and improve the Quality Management System.
2. Continually improve the effectiveness of the Quality Management System.
3. The enhancement of customer satisfaction.

The management has continuing commitment to:

1. Ensure that the customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives.
4. Ensure that the Management Reviews are set and review the quality objectives and reports on the Internal Audit results on a regular basis as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
5. Ensure the availability of resources.
6. Promoting the use of the process approach and risk-based thinking.
7. Ensure product safety by fostering a culture where every employee is an essential link for quality and safe working practices.
8. Provide a safe working environment and suitable equipment to achieve product safety.

The structure of the Quality Management System is defined in the Quality Procedures Manual (QD001).

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Procedures Manual QD001.

The organisation complies with all relevant statutory and regulatory requirements.

The organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is reviewed regularly in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_\_\_

Quality Policy QD002	Iss 3	Date of Issue	September 2025	Page 1 of 1
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