

## **LONGCROFT ENGINEERING QUALITY POLICY**

Longcroft Engineering designs and manufactures springs, wire-forms, pressing, sub-assemblies and other high integrity components. We have a drawing, development and prototyping facility and can provide both low and high volume manufacture.

The company is committed to continually improving performance and to providing products and services of appropriate quality to meet the needs of our customers and suppliers; and to satisfy statutory, environmental, regulatory and any other applicable requirements.

We recognise quality as a key corporate responsibility and the Directors and senior management are committed to ensuring that all staff within the company, and the company's operations and activities are managed to provide its customers with the best possible service.

To achieve this, the company is fully committed to effective and efficient management and good business practice at all levels and within every function of the company and operates a fully documented Quality Management System in accordance with the requirements of BS EN ISO 9001:2015. The Quality Management System Manual provides a framework for establishing, reviewing and revising quality objectives in order to ensure its effectiveness and to identify opportunities for the continual improvement of the Quality Management System.

Longcroft's quality objectives are:

- To recognise quality as a key corporate responsibility which all the directors and senior management are committed to ensuring that all the company's staff, operations and activities are managed to provide its customers with the best possible service
- To be committed to continually improving performance
- To provide products and services of an appropriate quality to meet the needs of our customers and suppliers and are fit for purpose
- To provide products and services and a working environment which complies with statutory, environmental and regulatory requirements
- To operate the company using effective and efficient good business practices throughout all functions within the company
- To achieve and maintain registration to ISO 9001; 2015. This is to be achieved by operating a fully documented quality management system in accordance with the requirements of BS EN ISO 9001:2015.
- To communicate these quality objectives and the quality policy to all employees and other interested parties to ensure that they fully understand how they contribute to the quality system and what the implications of not conforming to it are.

Longcroft will communicate this policy by displaying it in designated locations on the premises and by inclusion in the Staff Handbook, which is available both in hardcopy and electronically on the shared drive of the company IT network; and will train and support all staff to ensure the company meets customer needs and expectations.

The policy will be subject to periodic review to ensure continued suitability.

Alec Becconsall  
Managing Director  
3 January 2017