



Plasson Quality Policy

This is the Quality Policy Statement of Plasson UK Ltd

Plasson will continue to strive to be the 'best in our market' by supplying products that meet and exceed our customer's requirements with a service that is quick, reliable and to the customer's specification.

This will be achieved through the development of an ISO9001:2008 Quality Management System:

We are committed to:

- Meeting customer expectations for product and service through prompt and professional business processes and interactions.
- Managing our workforce, equipment and processes in the most efficient manner to delivery our business objectives.
- Provide on-going training of personnel to enable our staff to achieve our goal of continuous improvement in all areas of our organisation.
- Being accessible to our customers and responding promptly and effectively to their requirements.
- Ensuring that flexibility of response to requirements is maintained by anticipating change in customer needs.
- Operating an effective quality management system that meets the BSEN 9001:2008 quality system to support our business objectives.

Our quality management systems ensure that:

- Regularly reviewing our business objectives to ensure they can be achieved and communicating these clearly to our staff.
- Activities are measured, reported and analysed to ensure errors are identified and process improvement made that will reduce the chance of error recurring.
- Feedback from customers, suppliers and employees is analysed to identify potential improvements in product or service to meet customer requirements.
- Regular audits, management review meetings and corrective or preventative actions will maintain and develop the Quality management system to ensure customer satisfaction.
- This policy is reviewed and revised, where necessary, at regular intervals.

All Plasson UK Ltd management and staff are responsible for ensuring that this policy is implemented efficiently & effectively.

Signed (Employer)

Name and Title

Miron Givon ~ General Manager

Date

17th May 2019

Review Date

17th May 2020