

## QUALITY POLICY

The purpose of the Quality Management System is to ensure that the services provided to the company customers consistently meet or exceed their expectations. The company operates a system that regularly evaluates its processes and customer needs, and has set quantifiable goals with plans in place to ensure that they are improved year on year.

It is the policy of **Yorkshire Alloys Limited** to maintain, on a continual basis, an effectively managed Quality Assurance system. This will assure customers that the services supplied conform to the laid down processes of the company, and will ensure that the customer's needs and expectations are met or exceeded. The documented Quality Assurance system complies with all the requirements of **BS EN ISO 9001:2008**.

The management of **Yorkshire Alloys Limited** is firmly committed to the documented procedures and control systems of the company, and the total participation of all personnel is mandatory.

The Management Representative, Patrick Happs, is entrusted with the authority and responsibility for the control of the Quality Management System.

Company supervisory personnel cannot be over-ruled on matters of Quality and in case of differences of opinion on Quality matters, have the responsibility to refer such items to Patrick Happs for resolution.

This policy of Quality Assurance is in place to ensure that the overall organisational goals of the company are met. The goals of this company are to ensure that the best possible services are supplied to the company's valued clients, and that the company is able to meet their needs and requirements as effectively and efficiently as possible.