

COMPILED:

H. Phillips

AUTHORISED:

R. Lawton



**DYNAMATIC
LIMITED UK**

OPERATION PROCEDURE

**Procedure No
550/QA/35000/001**

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QUALITY POLICY

It is the policy of Dynamatic Ltd UK to maintain a high level of customer satisfaction by supplying a high level of quality and service.

The management team is committed to continuous improvement by:

- Working with customers to gain better understanding of individual needs
- Striving to meet, and then exceed customer needs at every opportunity
- Identifying 'waste' that does not bring value to our customers, or within our organization
- Continually reviewing our management system
- Continually reviewing objectives and raising targets
- Continually reviewing our processes through internal audits
- Reacting quickly to customer problems, and implementing corrective actions
- Identifying potential issues and implementing preventative actions, as well as corrective.
- By maintaining a high level of communication, at all levels of the organization
- Encouraging team commitment at all levels of the organization
- Empowerment of individuals to encourage personal responsibility
- Providing adequate training and resources for all our employees
- Working with our suppliers to ensure that they also continually improve

Dynamatic UK Ltd operates a Quality Management System that has gained BS EN ISO 9001: 2000 certification.

Ray Lawton - Executive Director & Chief Operating Officer



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