

QUALITY POLICY

TT Electronics (RM&C) are continuously striving to ensure we provide competitive products and services conforming to customer needs and expectations first time, on time, every time.

We will achieve this by:-

1. Knowing our customer requirements through open communication.
2. Understanding the requirements of our jobs and the systems that support us through training and education.
3. Making continuous improvement a part of every day and every job through the use of team participation and measurements.
4. Ensuring that our Policy and Procedure Manuals reflect what we actually do.
5. Remembering that we are here because of our customers; realising our customers are the reason we have our jobs and that through on-time delivery of quality parts and service, at a fair market.
6. Consistently meeting or exceeding our customer's expectations for product/service quality and performance.
7. Providing products and services to the highest possible standards, to satisfy our customer needs, expectations of quality, safety, reliability and service.
8. Ensuring all certified products meet European standards and are approved by notified bodies including ISO/IEC 17025:2005 and UKAS requirements.
9. Ensuring all employees are familiar with the Quality Manual so that they implement the policies and procedures within their area.

Quality is not just another goal, it is our basic strategy for survival and future growth.

This policy has been endorsed by TT Electronics senior management and implemented throughout the organisation as per the documented procedures.

Signed



David Cantillon
VP Operations - UK