

QUALITY POLICY

TT Electronics (RM&C) are continually 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 Process 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 is familiar with the Quality Manual so that they implement the policies and processes within their area.

Quality is not just another goal; it is our basis 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 processes.

Signed



Date 17th January 2017

David Cantillon
VP Operations - UK