

## QUALITY POLICY

It is the policy of Precision Gear Company Ltd. to provide its customers with a first class gearbox repair and refurbishment service which meets or exceeds customer requirements.

In support of this policy we will:

- Be customer focused and provide a first class service.
- Take into consideration environmental impacts and safe working procedures during our repair and refurbishment service.
- Adhere to all our procedures within the ISO 9001: 2015 Quality Management System.
- Train and develop our engineers on an ongoing basis and encourage versatility.
- Ensure customer complaints are resolved to customer's satisfaction, wherever possible.
- Work closely with our customers in meeting their requirements.
- Ensure repair projects are completed on time, where possible.
- Resolve any customer complaints to customer's satisfaction.
- Ensure safe working disciplines within the company.
- Continually improve our processes through audit and review.
- Engage all engineers in identifying and implementing improvements within the company.
- Dispose of all materials in an environmentally friendly manner.

This policy which provides the framework for establishing our quality objectives shall be communicated to all engineers and reviewed periodically by the Managing Director and Project Manager at the annual Management Review of the Quality Assurance system.

Signed:

(Managing Director) *Richard Hogg*

(Project Manager) *Shane Clyde*