



Quality Policy Statement

North Bucks Machining Ltd's strategic goal is to increase customer satisfaction in all its markets by delivering high quality products and services. North Bucks Machining Ltd is committed to increasing competitive performance of products and services to assist customers' long-term success. We apply the following principles to achieve these goals:-

- Market:** North Bucks Machining Ltd works closely with existing customers, end users, consultants, industry bodies and international agencies to maintain a leading position in the market. This ensures the company's continued ability to provide high quality product and service to all customers
- Products:** North Bucks Machining Ltd's products are designed to meet or exceed the expectations of the client. Proprietary products are selected from proven suppliers. Where a product is not available for a particular application North Bucks Machining Ltd is prepared to initiate controlled development work to engineer a solution
- Customers:** Client satisfaction is our highest priority. We co-operate with our clients in joint system evaluation, open communication and shared design review. North Bucks Machining Ltd's product quality, customer service, after sales service and delivery promote long-term associations with our customers
- Quality System:** The quality assurance system is maintained certified and compliant to ISO9001
- Improvements** North Bucks Machining Ltd is committed to continual improvement of both its management systems and products to fulfil all our customers' requirements
- Staff:** We provide the leadership to facilitate independent, responsible, quality and profit orientated performance. North Bucks Machining Ltd's employees are actively encouraged to undertake training, further education and feedback ideas
- Suppliers:** We co-operate with our suppliers to offer the highest possible levels of service, product quality and competitive pricing available in the market
- Review:** Our directors monitor goals, objectives and targets and annually review this policy and the Quality Management System performance
- Resources:** Physical, human and financial resources are allocated to ensure the Quality Management System functions effectively
- Risk & Strategy:** Business and Process Risks are considered throughout North Bucks Machining Ltd and strategy is set based on these risks

Quality is a core value held by North Bucks Machining Ltd to achieve its goal

Signed: *R L Palmer*

Date: 12th November, 2020