



Quality Policy

Orbital Fasteners Limited quality policy is to achieve sustained, profitable growth by consistently satisfying or exceeding the needs and expectations of its customers and to provide swift responses and solutions.

The Company's objective of consistent high-quality performance is met by mandatory adherence to procedures and legislative requirements, through staff training and the development of personal responsibility for all employees, together with the provision of adequate resources, according to the principles of Quality Assurance.

Orbital Fasteners Limited's Quality Policy is based on the following principles:

- The Company is responsible for reviewing our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them ensuring that tasks are completed in the most cost effective and timely manner for the benefit of all our customers.
- The directors are charged with the provision of an on-going staff training and development program so that the Quality Policy is understood, implemented and maintained at all levels within the Company.
- Orbital Fasteners Limited's staff are personally responsible for fully identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements
- All personnel are responsible for ensuring that when mistakes are made, they are reported, recorded and rectified – and lessons learned, together with system changes where appropriate, so they are not repeated

The systems defined have our active full support. They are under continual review as we strive for continual improvement and they provide a framework for the setting and reviewing of the company's Quality Objectives.

This policy will be reviewed and updated as necessary, particularly in respect of major changes within the company and/or changes in legislation and we will bring these changes to the attention of all employees.

Signed: 

Jon Wilson Site Director.

Date: 4th April 2019

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