

# *Waterloo Air Products plc*

## **Quality Policy Statement**

Waterloo Air Products aim to establish themselves as a highly reputable supplier to the market with a name for quality and service. In so doing we aim to achieve and maintain a significant share of the market.

We will build our reputation for quality and service by monitoring and continually improving on:

- On time delivery of information between departments, and hence the customer.
- On time delivery of products to our clients.
- Our ability to provide our customers with what they need.
- Our ability to listen to, to address and solve customer dissatisfaction issues.
- Our relationships with, and service from, our suppliers.

Waterloo Air Products determine to secure the continuation and future of the business by continually improving on:

- Receiving payment from debtors and paying creditors on time.
- Waste reduction and efficiency improvement in production activities and business processes.
- Reduction of scrap costs.
- Efficient sourcing of materials.

In order to achieve this policy we commit to implement, and work to, a quality management system which meets the requirements of BS EN ISO 9001:2008. We also commit to regularly review and improve the effectiveness of this system. We will ensure that all staff are fully conversant with this policy and that our performance is regularly reviewed and continuously improved.



**Signed:**

**John Osmant  
Managing Director**

**Date: 2<sup>nd</sup> December 2009**