

Quality Policy Statement

Waterloo Air Products plc (Waterloo) aim to maintain 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 continue to 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 is determined 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. We also commit to regularly review and improve the effectiveness of this system.

The Company is committed to a training policy that ensures all personnel have the necessary competence and training to perform their duties. The Quality Policy is understood by and communicated to all staff within the Company. It is the responsibility of Senior Management to investigate any quality problems and ensure that corrective action and/or preventative action is implemented as soon as possible. Senior Management shall also ensure customer requirements are determined and met, therefore enhancing customer satisfaction.

To achieve the above the Company's Quality System and Quality Objectives are reviewed at regular intervals for continuing suitability, to ensure it is meeting the customer's needs.



John Tiernan

Managing Director

20th March 2019

PO-02 Waterloo Quality Policy Statement