

## 2.2.1 QUALITY POLICY

**A. Culpin and Son Ltd** provide parts and service to the haulage industry and are fully committed to a Quality Management System which will ensure that our products and services meet the high standards demanded by our customers. Our overriding responsibility is to our customer, acting as an extension to their business and helping them to expand and prosper. We aim to provide an efficient long term partnership to customers within our market place, by responding to needs and by using our considerable expertise and experience to supply their parts and service solutions.

This policy can and will be achieved by ensuring that: -

- (a) We establish, control, audit and review all operations towards measurable targets.
- (b) All employees are responsible for making sure that their work is of the right quality and that established methods, routines and standards are followed. It will enable them to get it right the first time.
- (c) Our in-house quality systems comply with ISO 9001:2008 requirements
- (d) Our parts and service comply with all legal requirements at time of sale
- (e) High priority is given to measures for preventing and correcting any possible safety related fault.
- (f) Quality systems implemented by our suppliers are monitored to ensure they meet our requirements and thereby guarantee that our parts and services are delivered in accordance with our high standards.
- (g) We will continually look to review our processes to improve our quality and performance.

Steve Culpin (Managing Director)

7<sup>th</sup> November 2016

Signed..........

Date.....7.11.16.....