

QUALITY POLICY: QA-POL-01

The objective of **Zeta-pdm Ltd** is to supply an extensive range of separation equipment, supported by accurate and detailed process designs that provide our customers with the most cost effective solutions to their processing requirements.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of BS EN ISO 9001:2008.

In particular, we will:-

- ✓ Provide prompt and timely turnarounds on design information and supporting documentation.
- ✓ Monitor and measure the effectiveness of our business processes using Quality Objectives, Management Reviews and Internal Audit Processes.
- ✓ Communicate with our customers to obtain useful feedback on their satisfaction with our service and identify areas for improvement.
- ✓ Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.
- ✓ Carefully select and work closely with suppliers and sub-contractors, who enable us to create and deliver robust, leading-edge equipment, manufactured to the leading industry standards and supplied on-time at a competitive cost.
- ✓ Recruit high calibre people and support their continual professional development with appropriate training and systems to ensure their competence always meets the business requirements.
- ✓ Provide a work environment that promotes the well being of our employees, encourages them to work positively as a team and to continually strive to meet the needs of our customers.
- ✓ Encourage all employees to identify problems and make suggestions to improve all aspects of our products and business processes.
- ✓ Ensure that all employees are aware of our Quality Policy and are committed to the effective implementation of our Quality Management System.
- ✓ Ensure that the company complies with all necessary regulatory and legal requirements.

The appropriateness and effectiveness of this Policy and the means identified within it for delivering the Company's commitments will be regularly reviewed by the Senior Management.

The continual improvement of the effectiveness of our Quality Management System is fundamental to the success of our business and must be supported by all employees as an integral part of their daily work.

This policy is publicly available to interested external parties upon request.

Approved by:



Stephen Turner
Position: **Managing Director**

Date: 2nd June 2014