



Business & Quality Management Policy

2nd February 2017

It is the policy of SPEL Products that our service and supply conform to the highest possible standard to meet the needs and expectations of our customers. This policy takes into account the reality of competitiveness, in terms of price and delivery requirements, that reflect our success in the market place. It is our policy to maintain or improve our position in the market place without compromise to our integrity.

Improvement in the way we do business, both commercially and in manufacturing, must be a major part of implementing this policy. To do this in an organized manner, our business management system is accredited to ISO 9001:2015 for design and manufacture and externally audited by British Standards Institution. Design functions carried out by the company's design personnel are to specific customer requirements and adaptations of standard products. Technical advice is sought from specialist consultants on design structure. Top management is committed to complying with requirements and to continual improvement of the quality management system.

The top management team is also committed to providing a framework for establishing and reviewing quality objectives and sets objectives for improvement. It ensures that resources are made available to meet those objectives. The method of achieving those objectives will be planned and objectives will be redefined as necessary.

Our processes will be reviewed periodically for compliance and where necessary modified for improvement of the finished product or service. It is therefore essential that this policy should be understood by everyone within the organisation and that the relevant processes and procedures should be maintained. To assist this understanding the policy will be posted throughout the workplace for reference by all company personnel as to its purpose.

This policy will be reviewed annually for continuing suitability.

Signed: Managing Director