

QUALITY POLICY STATEMENT

It is the policy of the company to determine and review external and internal issues that are relevant to its purpose and its strategic direction. Our aim is to enhance their satisfaction with our products and overall service by operating all of our processes under controlled conditions as determined by Top Management

This policy is deployed through our quality management system that has been established, documented and implemented to fully conform to AS/EN9100 and customer-specific, applicable law and regulatory requirements as they apply to our products, services and QMS documentation

The system is maintained and continually improved through the setting, monitoring and reviewing of our quality objectives, data analysis, internal auditing, disciplined problem solving, physical and human factors requirements, interested parties, and changes in the governing standards and regulatory/contractual requirements are assessed and incorporated on an on-going basis.

Personnel are provided with instruction to assure their understanding of the company quality policy and training/coaching to enable them to competently carry out their work. They are given access to quality management system documentation and are made aware of relevant procedures and/or job instructions. They are motivated to understand and achieve quality objectives, to make continual improvements, and to appreciate the consequences for the customer of any non-conformities to quality requirements. The necessary infrastructure and work environment is provided and maintained to ensure conformity to product, regulatory and law requirements.

The organization remains responsible for quality of all products purchased from suppliers and sub-contractors, including customer designated sources which is incorporated into customers product and/or service

Any changes to Robands' certification, registration or accreditation will be notified to customers within 48 hours where possible.

The company takes full responsibility for the product supplied and does not use any verification activities carried out by its customers as a means for quality control of product supplied.

A L Gold. Managing Director
Reviewed January 2022