



DYRHOFF

Quality Policy

Dyrhoff is committed to providing customers with products and services that fully meet their technical, budgetary and timescale requirements. We are continuously improving our processes to ensure that we can better understand, satisfy and, whenever possible, exceed these requirements whilst meeting our legal, safety and environmental obligations. In doing this we aim to be recognised as the industry world leader in terms of product reliability, innovation, expertise and customer service.

Dyrhoff's quality policy is based on 3 fundamental principles:

1. Ensure that staff fully identify and meet the requirements of customers.
2. Regularly review our operational processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Ensure that our staff understand how to perform their work and "get it right" first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives will be set to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy. These will be determined and monitored at an annual Management Review. The quality policy principles and objectives will be communicated to staff and available to them at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy, Dyrhoff is committed to operating under the discipline and control of a Quality Management System conforming to the International Standard ISO 9001:2008, which is planned and developed jointly with other company management functions.

Director

DONALD MASON

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