


Title:	Quality Policy of Peregrine MLS						
Reference Number:	QM-POL-004	Version:	01	Type:	POLICY	Date:	

Peregrine MLS Ltd

Quality Policy

Our policy is to provide our customers with a first-class quality service. As good quality can only be defined by each customer's individual needs and requirements, we must first ensure that we clearly understand our customer needs. By doing so we can provide the customer with what is perceived as necessary, for in the final analysis the only true measure of good quality is customer satisfaction.

To provide a specialist service in the supply of components and assemblies which fully meet our customers' specifications with a level of service consistent with customer needs.

We are resolute to maintain a policy of continuous investment in efficient and cost-effective production equipment and to be responsive to technological and performance standards appropriate to the industry.

Our Aims are:

- To provide a delivery on time to our customers
- To provide components to a high quality
- To retain and develop our customer base for the provision of high-quality components and commitment to customer service
- To maintain acceptable levels of profit to enable continual investment in the business.
- To achieve staff satisfaction through personnel development and training
- To maintain a policy of continual performance improvement in respect to both customer service and the Quality Management System
- To maintain and develop the Quality Management system in accordance with the requirements of BS EN ISO 9001:2015, recognising the contribution that all personnel make to quality, and to provide the necessary information, resources, and training to enable them to achieve and maintain the required standards
- To achieve our objectives stated in QM-DOC-008

To ensure that the company's policies are understood, implemented, and maintained, management and staff are aware of their responsibilities for the implementation of our Quality Policy and have access to the Business Policy Manual, Process Documents and Work Instructions referenced within it.

<u>Managing Director</u> Chris Reid	<u>Date</u> 03/03/2023	<u>Signature</u> C.Reid
<u>Operations Director</u> Adrian Bundy	<u>Date</u> 03/03/2023	<u>Signature</u> A Bundy