

## Quality Policy

*The Directors, management and staff of Surtees Group Holdings are personally committed to ensure that the organization applies effective quality management to meet the requirements of our customers and other interested parties in terms of product and service delivery.*

**The Group will adhere to the following principles to achieve this goal:**


- **Customer focus** – understanding the customers’ current and future needs, meeting their requirements and striving to exceed their expectations.
- **Leadership** – establishing the organization’s internal environment, creating unity of purpose and providing clear direction.
- **Involvement of people** – developing the abilities of people fully to optimally utilize them for the mutual benefit of themselves, customers and the Group.
- **Process approach** – managing all resources and activities as a process by planning, doing, checking and acting in a logical, structured and formally documented manner.
- **Systems approach to management** – identifying, understanding and managing inter-related processes by means of systems to efficiently achieve objectives.
- **Continual improvement** – making improvement a permanent objective by setting benchmarks, using Internal Audits, Management Reviews and Corrective and Preventive Action Procedures.
- **Decision making** – using a factual approach to decision making by analyzing data and information logically and objectively.
- **Supplier relationships** – creating value through mutually beneficial and interdependent relationships with all suppliers.

*Surtees Group Holdings will adhere to the requirements of **ISO 9001** in all its endeavors at all times.*

*All employees of Surtees Group Holdings are charged with the duty and responsibility of upholding and maintaining this Quality Policy.*

**M.F. SURTEES**  
**Group Managing Director**

**G.W. THOMSON**  
**Chief Financial Officer**

	Approved By : Engineering Services Manager	Controlled and issued by: Group Compliance Officer	Revision:	A			
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Directors: M.F. Surtees, G.W. Thomson, T. P. Boynton