

# QUALITY POLICY

**Zettlex UK Limited ('Zettlex') aims to achieve:-**

- ✓ **0% return of product from field failure**
- ✓ **0% customer complaints**
- ✓ **100% of deliveries on time, in full.**

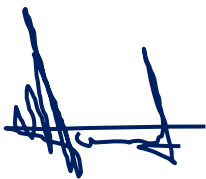
**Zettlex operates a Quality Management System which has gained BS EN ISO 9001:2008 certification for the design and manufacture of electronic sensors.**

Zettlex management is committed to develop and improve the Quality Management System to deliver enhanced customer satisfaction. Further, Zettlex management is committed to:-

- Ensuring that customer needs and expectations are specified and fulfilled
- Communicating the importance of meeting customer needs and the relevant statutory or regulatory requirements.
- Establishing the Quality Policy and its objectives
- Ensuring that the quality objectives and performance are regularly reviewed and audited to ensure the effectiveness of the Quality Management System
- Ensuring the availability of resources.

The structure of the Quality Management System is defined in the Zettlex Quality Manual. All Zettlex personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. The Organization complies with all relevant statutory and regulatory requirements. Zettlex monitors its quality performance and implements improvements when appropriate. This Quality Policy is regularly reviewed in order to ensure its continuing suitability. Copies of the Quality Policy and Quality Manual are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed



Mark Howard  
General Manager  
16 September 2014