

## **QUALITY POLICY STATEMENT**

Pump Technology Ltd are providers of highly reliable precision engineered products and recognise the need for a total quality management system to be implemented throughout the Company to enable it to meet and exceed the expectations of it's customers and thereby safeguard it's commercial viability, continuity and profitability.

The system is structured to satisfy the requirements of BS EN ISO 9001:2008 and is based on a continual improvement process approach. Senior management ensures this policy is implemented and maintained through regular review, communications and improvement activity. Key aspects of our policy are:

- Pump Technology's quality objectives that reflect the aims of the business
- Gathering of customer feedback
- Performance monitoring and improvement of processes
- Development of our employees
- Internal and external resource management including suppliers and partners
- Regular audit of our internal processes

The Quality Management System is used as the framework for establishing and reviewing quality objectives which are managed through a set of Key Performance Indicators. The framework established by the Quality Management System is used to run our business and drive improvements.

The Quality Policy and Quality Management System are regularly reviewed at the Management Review Meeting for suitability and effectiveness for addressing the needs of the business and its customers.

Jeremy Brownlee  
Pump Technology Ltd