



LASER PROCESS LIMITED
QUALITY POLICY STATEMENT

It is the policy of LASER PROCESS LTD to document and maintain a quality management system that complies at all times with the requirements of ISO 9001:2000. All employees of the Company are made fully aware of this policy statement, which can be summarised as.

- ❖ To meet customers' requirements for contracts, delivery and service to ensure that LASER PROCESS LTD is considered a Premier Supplier.
- ❖ To improve customer satisfaction to the level where the number of customer returns is continually reduced.
- ❖ To develop employee awareness in the organisation to assist in the continual improvement of the performance of the company.
- ❖ To develop dialogue with customers to identify their needs and expectations that will lead to continuous improvement of products and services supplied.
- ❖ To operate a comprehensive quality programme which satisfies the requirements of ISO 9001:2000 and leads to the continual improvement in its effectiveness.
- ❖ To agree with staff quality objectives and provide a framework within this policy for implementing and reviewing quality objectives at appropriate times.

David Lindsey

Date: February 2005

Managing Director