

Turnell & Odell's quality policy is based on the requirements of ISO 9001:2015 and is designed to ensure that the company produces and delivers precision engineered products as specified by customers. We have established this Quality Policy to be consistent with the purpose and context of our Organisation. It provides a framework for setting and reviewing objectives in addition to our commitment to satisfy all applicable customers'; regulatory and legislative requirements and our commitment to continually improve our Quality Management System.

**Customer Focus** as an Organisation we have made a commitment to understand our current and future customers' needs, meet their requirements and strive to exceed their expectations.

**Leadership** our Top Management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

**Engagement of People** as an Organisation we recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

**Process approach** as an Organisation we understand that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

**Improvement** we have committed to achieving continual improvement across all aspects of our Quality Management System.

**Evidence-based Decisions** as an Organisation we have committed to only make decisions relating to our Quality Management System following an analysis of relevant data and information.

**Relationship Management** the Organisation recognises that the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Our Policy is also to meet the requirements of other interested parties and in meeting our social, environmental, charitable, regulatory and legislative responsibilities and we have produced Quality Objectives which relate to this Policy.

This Policy is available to all interested parties as well as being made available to the wider community.



**Kevin Rees**  
Managing Director

This Policy may be displayed without specific issue status for cosmetic reasons; however, the Company will ensure that all displayed versions are of the correct issue.

**Not controlled if Printed**

The Company reserve the right to amend, change or withdraw any part of this document at any time.