



## QUALITY POLICY

The Company sets targets and goals in order to review and continually improve its performance. These goals are consistent with our Quality Policy which is;

The Company is committed to providing our Customers with a fault free and reliable service.

To achieve this, the management have set the following measurable objectives,

- i) To meet and exceed our Customer's quality requirements.
- ii) To meet and exceed our Customer's delivery requirements.
- iii) To ensure that all our employees receive appropriate training to enable them to carry out their duties, and meet our Customer's requirements.

To achieve these objectives, it is essential that an effective QMS is maintained that monitors both the service provided, and the Customer's perception.

Through making continuous improvements to the QMS, these improvements will consider risks to ESL and the Customer, improve efficiency, reduce costs, and satisfy the requirements of ISO9001 and AS9100.

The procedures and practices outlined in the Quality Manual are there for that purpose, and to ensure the employees understanding of meeting Customer, statutory, regulatory and ethical requirements.

This provides confidence to our Customers that we meet their requirements, and therefore the implementation of the Quality Policy is mandatory on all our employees.