

Quality Policy Statement

At Pillinger Controls Limited we recognise that quality is the responsibility of every employee.

It is our policy to continually strive to improve the quality of products and services we offer to our customers that exceeds their expectations and thereby ensures high levels of customer satisfaction.

We understand that our success depends on meeting all defined requirements of our clients and applicable statutory and regulatory requirements. It is the duty of all employees to ensure that all our products and services of our own and our suppliers meet these requirements.

To supply our customers with the products and services they require we have implemented a Quality Management System that is certified to ISO 9001:2015.

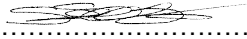
This involved defining our business context, evaluating our risks and opportunity and implementing steps to mitigate those risks to our business and potentially to our clients, ensuring that our management system is aligned to and integral to our strategic business direction.

All our staff and partners are committed to implementing and continually improving the effectiveness of this system, this policy is communicated and understood throughout our organisation.
We provide the personnel and resources to ensure we deliver and exceed customer requirements

Furthermore, we will establish monitor and review quality objectives on a regular basis in order to foster continual improvement in all our activities. This policy will be reviewed for continuing suitability and effectiveness at Management Reviews and as required and appropriate.

As Managing Director, I take overall responsibility to ensure that the company objectives are met. Divisional managers are responsible for ensuring the success of the process within their departments and developing action plans for continual improvement.

This policy will be available to any interested parties upon request and is available through our website.

Signed..........Steve Sears (Managing Director)

Date 1st January 2022