



# Electrotest Marine Ltd

## QUALITY OBJECTIVES

Electrotest Marine Ltd.'s **objective** to quality commitment is to supply the highest quality products, fit for purpose, that deliver real business benefits, fully conforming to customer's identified needs and provide complete customer satisfaction at the most economic cost.

Our **aim** is for continual improvement through the involvement and participation of management, employees and other interested parties. The company will ensure that all employees are aware of quality and their individual responsibilities towards it, by an appropriate programme of training and awareness enhancement.

The company shall endeavour to ensure that the products supplied are: -

- A. Appropriate for the purpose for which they are designed.
- B. Manufactured correctly assuring the suppliers standards are met following their own quality policy procedures and are reliable in their performance.

The company takes pride in the quality of the products supplied and these are attained by ensuring that all the procedures through the functions of purchasing, manufacturing and inspection are properly controlled and monitored; and by aiming to achieve a product that meets the specified requirements in an efficient and economic sequence of activities and processes.

The understanding, implementation and maintenance of the Companies quality and objectives are required of all persons throughout the organisation and it is the responsibility of all to identify and evaluate quality problems and to initiate and recommend effective solutions. These will be reviewed annually for suitability and revisions are the responsibility of the Director.

Electrotest Marine Ltd is **guided by the following principles in the field of quality:**

### 1. Customer Focus

- Continually strive to become an advocate of trust for our existing and future customer.
- Our aim is engineering excellence through innovation combined with a proactive approach in understanding our customers' needs and expectations
- Guarantee the delivery of products in accordance with the relevant requirements.
- Working alongside our customers to improve satisfaction of the quality of products and services offered.

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## 2. Management Commitment to Quality

- Create a positive image of the Company as a marine engineering partner.
- Establish objectives for constant improvement and create working conditions for achievement thereof.
- Actively promoting quality initiatives.
- Clear and simple communication forms a vital part in an effective working environment. Information on quality issues is communicated to employees using the various existing internal channels.

## 3. Responsibility towards Employees

- Engage employees in process improvement and build a quality culture within the Company.
- Being committed to the competence, development, professionalism and health and safety of our employees.
- Listen to our employees, recognising their achievements and maximising their potential

## 4. System and Processes

- Continually monitor and analyse performance to identify process improvements.
- Evaluate process productivity and efficiency for the purposes of improvement thereof.

## 4. Continuous Improvement

- Strive for perfection in everything we do.
- Optimise and standardise all processes.
- Provide resources and incentives for continuous improvement.
- Aim efforts at reducing expenses, improving productivity and efficiency of processes.

## 6. Supplier Relations

- Form strategic unions and partnerships to ensure participation of suppliers in joint effort aimed at improving the quality of supplied products in order to improve the technology and develop new products.
- Increase mutual trust, respect and responsibility for the sake of customer satisfaction and constant process improvement.

**The Director is responsible for establishing and implementing adequate quality arrangements. All employees are expected to adhere to the above.**

Signed:  Lucy Brookes, Director

Date: 01/03/2020

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