

## **Quality Policy Statement**

The management of Paul Norman Plastics Ltd are dedicated to providing the highest possible standards of quality for its services and products and are dedicated to maintaining a Quality Management System which ensures that its services and products meet customer specification within agreed parameters of cost, quality, and delivery. This is achieved by the use of Key Performance Indicators to measure the conformance to the above criteria and using this information as drivers for continuous improvement throughout Paul Norman Plastics Ltd.

Paul Norman Plastics Ltd's Quality Management System concentrates upon error prevention, by investigating processes, identifying errors and opportunities for errors and implementing corrective and preventative action to correct and avoid such occurrences.

Paul Norman Plastics Ltd defines quality as the conformance of services and products to established and documented requirements derived from customer needs, employee expertise and experience. Systems are open to constant examination and review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement.

Paul Norman Plastics Ltd is proud of its good reputation for responsible practices and dedicated customer care, which are a result of Paul Norman Plastics Ltd's ethical culture, skilled committed staff, and quality control over its services and products. It is Paul Norman Plastics Ltd's policy to seek to operate to these standards continuously and to implement and operate fully the BS EN ISO 9001:2015 Quality management system standard through certification and annual review.

The service scope for Paul Norman Plastics Ltd is as follows, The Manufacture, Finish and Assembly of Injection moulded Plastic Parts and Assemblies in the UK and supply of its product in the UK and abroad.

Suppliers to Paul Norman Plastics Ltd will be actively encouraged to improve the quality and reliability of their services and products.

Paul Norman Plastics Ltd complies with all legislation relevant to its particular industry sector together with the Health and Safety at Work Act 1974.

It is Paul Norman Plastics Ltd's belief that, in applying these standards, policies and procedures it will be able to operate to the requirements of its customers and industry accordingly.

Authorised on Behalf of Paul Norman Plastics Ltd:

Name: Emma Crowley  
(Managing Director)

Signature: Emma Crowley

Date: 01 April 2024