

HALL & WATTS DEFENCE OPTICS LTD	Section 2
	Issue No. 1
QUALITY ASSURANCE MANUAL	Date. June 2017
	Authorised JH
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Quality Policy

This statement of policy is to confirm that Hall & Watts Defence Optics Ltd, and all of our divisions throughout this organisation, is committed to meeting the quality standards expected by our customers in the delivery of the products and services that we supply to them.

We will provide the highest standards of products and services, assuring Hall & Watts Defence Optics Ltd reputation for quality and customer satisfaction and at the same time ensuring stability and progress for the company and its employees.

We are committed to meeting and exceeding all requirements and expectations of our clients and to drive continuous improvement at all levels and within all functions of the company and provide a clear framework for setting and meeting quality objectives in the pursuit of excellence.

This commitment is consistently achieved through the continual improvement of our business management system, which embraces all aspects and operations of the business and which satisfies the requirements of ISO 9001:2015, the leadership of our Senior Management and the hard work of our people who understand that quality is the responsibility of everyone in our business to enable continuous improvement activities to be actioned'.

Objectives are established to ensure our performance at all levels of our business is maintained to the highest level. We monitor and measure our performance against business wide objectives, as well as at the project or contractual level, and also our customer satisfaction.

The implementation of this policy shall focus on the needs of the business with particular reference to meeting both our customers' requirements and statutory obligations. The Quality Management System will provide the mechanisms for identifying system shortfalls and stimulating process improvements.

Hall & Watts Defence Optics Ltd will adopt disciplines and procedures to ensure that:

- Effective system implementation by undertaking relevant staff skills training and conducting appropriate quality awareness training.
- Responsibilities are established, defined and communicated to all employees.
- Initiating regular reviews to check on effectiveness and ongoing relevance.
- The Company regularly reviews the needs and expectations of our customers to enable continuous improvement activities to be actioned.

This Quality Management System will at all times be adhered to and carried out by the staff concerned. Any amendments to the System will only be authorised by the Managing Director. This policy is available upon request to all interested parties and is available on the company website.

J Hoskins
Managing Director

Date: 30th June 2017