

# MACGREGOR INDUSTRIES QA Manual

## QA Sec 1.1 QUALITY POLICY

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### QUALITY POLICY

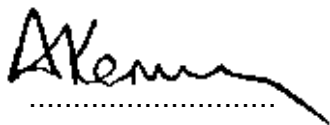
The Directors consider the quality aspects of our business to be of great importance, as only products and services leading to lasting customer satisfaction safeguard the continuity of the company.

Management practices and employee work activity will, without exception, promote on-time delivery of products to our customers, which are in conformance with requirements and competitively priced. The company is committed to a policy of **'right first time'** .

Each employee is a customer for work done by other employees or suppliers, with a right to expect good work from others and an obligation to contribute work of high calibre to those who, in turn, are his or her customers.

The quality management system is continually monitored and evaluated for its applicability and effectiveness, and to establish quality objectives and opportunities for continual improvement through internal auditing, management review and review of performance trends.

The requirements of the company's ISO9001:2015 compliant quality system shall be fully applied by all company personnel.

A handwritten signature in black ink, appearing to read 'A. Kenna', with a horizontal dotted line underneath it.

DIRECTOR