



QUALITY POLICY STATEMENT

Bendcraft Products are specialist suppliers of rolled, curved and mandrel bent metal components for a diverse range of applications in almost any metal from mild steel to exotic alloys.

The objective of the Organisation is to supply products that are fit for use and have the desired quality in accordance with customer requirements and specifications. Our customers expect safe, reliable and optimum cost products delivered on time.

To achieve the above objective and satisfy the customer expectations, the Organisation is totally committed to implementing, maintaining and improving the Quality Management System based on ISO 9001.

Quality problems arising in various areas are to be identified and solved with speed, technical efficiency and economy. We shall focus our resources, both technical and human, towards the prevention of quality deficiencies to satisfy the organisational goal of "right first time...every time".

The successful operation of the system relies upon the co-operation and involvement of personnel at all levels. Our commitment to quality will ensure the continued success of our Organisation and the satisfaction of customers and staff.

The Quality Co-ordinator is authorised to ensure that the requirements of this Quality System are implemented. Any problems that cannot be resolved between departments or personnel shall be brought to my attention for final resolution.

A handwritten signature in blue ink, appearing to be 'J. R. Jones', is written over a faint, light blue rectangular stamp.

General Manager

BENDCRAFT PRODUCTS