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QUALITY POLICY

The company is dedicated to the Quality Policy which will ensure that its services fully meet the requirements of its customers at all times. The goal of Hi Spec is to achieve a high level of customer satisfaction. Commitment to the implementation of supporting managerial and operational systems is essential to realising that goal. It is the company's intention to maintain its position as a market leader with respect to the quality of service.

Hi Spec believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The Quality Policy is based on the following fundamental Objectives against which supporting 'lower tier' Objectives and improvement initiatives shall be set to drive continual improvement:

- To ensure that the products and service we provide in respect of manufacture and supply of electronic products, meet the requirements of our customers at all times and to further ensure that a high level of customer satisfaction is achieved.
- The quality management system concentrates on prevention, looking at our product and service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
- The quality of service provision is based on the principle of everyone understanding how to do their job to the standard required, and doing it right first time.
- To review legal and regulatory requirements relevant to the scope of business and to ensure that we comply.
- The definition of quality as conforming to requirements, having identified very carefully the needs of our customers.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements and for ensuring that correct procedures are adhered to in order to meet the requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and related objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve objectives.

The Policy is also available to external interested parties via the company website.

E. Hare
(Compliance Manager)