



Quality Policy

It is the policy of **PHOENIX SSI LIMITED** to consistently provide quality products that meet or exceed all customer requirements in a timely fashion and maintain our leadership in product quality and on-time performance.

The way we intend to fulfil these goals is by clearly describing individual responsibility to perform and document the tasks necessary to ensure a quality service by utilising a process approach. The Company places particular emphasis on accuracy and reliability and the continuing review of management and quality standards.

PHOENIX SSI LIMITED's ability to meet these objectives will be measured by review of customer satisfaction and through internal processes evaluating the effectiveness and efficiency of the company as well as processes for continual improvement and the prevention of non-conformity.

PHOENIX SSI LIMITED recognises that the disciplines of quality, health and safety and environmental management are an integral part of its management function. The company views these as a primary responsibility and to be the key to good business in adopting appropriate quality standards.

The Company Quality Policy calls for continuous improvement in its quality management activities and business will be conducted according to the following principles:

- Responding promptly and accurately to customers' orders
- A constant pursuit of quality, value and reliability in the products and services that the Company supplies to its customers
- Ensuring that its management and staff are fully trained to meet the requirements of the business and its customers
- Constantly striving to meet, and where possible exceed, its customers' expectations.
- Working closely with its customers and suppliers in seeking to establish the highest quality standards
- Utilising the highest standards in production
- Integrating the newest and most advanced technologies



- Maintaining world class engineering and technical expertise
- Putting forth the industry's best sales and marketing efforts
- Keeping uncompromising ethical standards in the way we treat our customers and ourselves
- Always improving our products and services to ensure that our customers receive only the best
- Adopt a forward-looking view on future business decisions which may have an impact on quality
- Train all members of staff in the needs and responsibilities of Quality Management

Responsibility for upholding this Policy is company-wide under the guidance and with the assistance of Top Management who encourage the personal commitment of all staff to address quality as part of their skills.

To meet the specified requirement of the customers, the Company applies a Quality System in conjunction with other management controls. The Quality Manual and Procedures Manual describe the system.

It is the Company's policy to seek to operate to these standards continuously and to implement and operate fully the ISO 9001-2000 standards through registration and annual review.

The Company complies with all legislation relevant to its industry and also the Health and Safety regulations.

A handwritten signature in black ink, appearing to read "Andrew J Foard". The signature is stylized and written in a cursive-like font.

Andrew J Foard
Managing Director
PHOENIX SSI LIMITED