

BALLTEC QUALITY POLICY

It is the policy of Balltec Ltd to take all reasonable actions to satisfy our customers by predicting and meeting their specified requirements. We achieve this by developing and implementing processes, which enable us to design, develop and construct solutions that fully meet our customers' needs. Through improved levels of customer satisfaction and increased employee involvement in our quality program we are seeking to achieve business excellence.

The Company has embraced the concept of internal customers and supplies and will apply the same process to ensure that our external and internal customers are equally satisfied with the services supplied. To achieve this policy we have adopted the following approaches:

People

- We ensure that our employees have received relevant training to enable them to be competent in their areas of work. Quality responsibilities are defined for all employees and suitable training is given that they fully understand and can meet them. The Company recognizes that its people are its greatest asset.
- Employees are actively encouraged to seek customer feedback on levels of satisfaction, both from internal and external customers. This feedback is used to assist with continual improvement.
- The Company has appointed a Quality Manager to develop, monitor and review the Quality Management System and to assist all areas of the Company in achieving their customer's needs.

Processes

- We have developed and implemented a Quality Management System to the requirements of BS EN ISO 9001 : 2008
- The Company has identified and defined processes within the business and their importance in delivering customer satisfaction. Through continual review we seek to keep pace with changing customer needs and changing marketing Requirements.
- We have defined quality objectives for the Company that are aligned to the business objectives and values. Progress is measured and reported against these objectives on a regular basis and communicated to all employees.
- The Company has developed system to identify non-conformance events and customer feedback and to define and develop effective corrective action where required. All such events are analysed to identify trends and to assist in the programme of continual improvements.
- We have established an internal audit and surveillance system to monitor all activities and processes within the Company with a view to ensuring compliance and to ensure that best practice is identified. Results of audits and surveillance are communicated to senior management to ensure that appropriate action is taken where required.
- We regularly consult with and monitor the performance of our supply chain partners to ensure that the quality of our service is not affected by unacceptable quality of others.

Performance

- We carry out regular reviews of our quality system to ensure that it remains effective in terms of current business activity and future objectives. The review will take into account information relating to customer satisfaction and feedback. The review will monitor progress against the quality objective and identify new objectives and targets.

Signed on Behalf of Balltec Ltd
By Russell Benson



Managing Director
Date: 11/02/2015