

Norgren UK is committed to total customer satisfaction, and compliance with regulatory requirements at all times.

Norgren UK aims to earn continued recognition as a World Class supplier through its commitment to:



Leadership that defines our corporate strategy and is developed annually to meet both business and customer goals. Facilitated by setting specific realistic and measurable targets for improvement that are cascaded throughout various functions within the group.



Developing a true partnership to recognise the goals, expectations and needs of our customers and suppliers.



New Product Introduction programmes delivering innovative quality products at a competitive cost and implemented into manufacturing through APQP procedures (Advanced Product Quality Planning). At the same time as meeting the customers' product application and safety requirements.



A Continuous Improvement culture that embraces lean philosophies to drive improvements in Quality, Cost, Delivery and Productivity.



People engagement through regular briefing of employees and appropriate training to ensure a knowledgeable and experienced work force operating in focused teams that will achieve our set objectives.



Improving the effectiveness of our management systems by regular review and through customer and market feedback. This is supported by the internal auditing of our processes.

Every employee is charged with the responsibility to meet customer requirements and continually improve quality in line with our objectives.

Responsibility for quality is universal and every Norgren employee is a custodian of its success.

**THIS POLICY WILL BE REVIEWED ANNUALLY**



Date: 18-12-08

Managing Director UK & European Sales

ENGINEERING **ADVANTAGE**