



Quality Manual

2. QUALITY POLICY & OBJECTIVES STATEMENT

ALM Products Ltd. quality policy is to provide its customers with innovative and fast response products and services that consistently satisfy their requirements. To strive to exceed expectations in order to enhance the company's professional image, reputation and ability to create long term relationships with clients.

The company's mission statement is to deliver "Customer Delight through Awesome Service".

Achieving this will, in part result from the implementation of processes and disciplines that:

- ensure we fully understand what our customers want and when they want it.
- ensure the agreed requirements and expectations for each order are clearly articulated to those tasked with delivering customer orders
- ensure that customer requirements can be responded to and delivered, to optimum quality standards as quickly and efficiently as possible
- improve the way the company delivers products and services and responds to customer requirements,
- provide a source of acquired knowledge that is readily available throughout the company,
- optimises the technical competencies of all company personnel,
- encourages the creative thinking and associated innovation relating to company products and services
- ensure appropriate control over sub-contractors and suppliers

The management team of A.L.M. Products Ltd. are fully committed to the development, maintenance and continual improvement of the quality management system, the principles and requirements of ISO 9001 and AS9100.

Successful implementation of this policy requires the commitment from all employees in support of processes that intuitively make sense. All employees are expected to take responsibility for the quality of their own work and are encouraged to actively contribute to the continual improvement of our standards, processes, product delivery and service.

The objectives of the Quality Management System are:

- To contribute to improving ALM Products Ltd. business, profits and reputation.
- To achieve and maintain a level of quality and customer satisfaction that we are proud to be associated with.
- To ensure compliance with all relevant & statutory regulations, particularly those associated with health and safety.
- To develop a company culture in which all employees actively contribute to improving the quality of the products and services provided by A.L.M. Products Ltd.
- To maintain a quality management system that complies with ISO 9001 & AS 9100 standards and is continually improved.
- To achieve our mission statement

Signed:
Date: 18th July 2012

Tony Thompson, Managing Director
Distribution: All employees