

## QUALITY POLICY STATEMENT

**ARROWSMITH ENGINEERING (COVENTRY) LTD** is committed to providing the highest quality of service to its customers consistent with sound economic practice that will ensure client satisfaction and the company's leadership in the specialist field of aerospace engineering.

The management and staff of **ARROWSMITH ENGINEERING (COVENTRY) LTD** understand that our services must meet the needs of our customers. Quality of service within the business is considered the responsibility of each and every person involved within the organization and is part of the mainstream of activity.

As a supplier to Rolls Royce, the management and staff are aware of the need to comply with the **Rolls-Royce Supplier Code of Conduct**. In accordance with the requirement new members of staff are given a copy at induction. Copies of the current Rolls Royce Supplier Code of Conduct are also available on notice boards.

**ARROWSMITH ENGINEERING (COVENTRY) LTD** is also committed to the UK government's policy of not producing products containing minerals or materials sourced from conflict-affected areas of the world. Conflict minerals are minerals mined in conditions of armed conflict and human rights abuses, and which are sold or traded by armed groups.

The organization's aim is to supply its products and service in accordance with the following criteria: -

- 1 To meet the customer's specification, ensuring fitness for purpose, performance, safety and reliability aspects
- 2 Complying with all Regulatory and Health & Safety Requirements
- 3 Delivery policy is to get it right first time, on time, every time
- 4 At the best quality possible within the overall parameters set by the customer
- 5 To regularly review business trends and opportunities
- 6 To have a program of investment in new equipment and technology where it would improve our process performance
- 7 To purchase materials only from reputable suppliers with whom long-term relationships have been established or where due diligence has been carried out to ensure that our products do not contain minerals or materials that in any way contribute to conflict or human rights abuses.

To set the basis for meeting these stated aims, the company has introduced a Quality and Environmental Management System in accordance with the requirements of AS9100 (Rev D), SABRe 2 and BS EN ISO 14001:2015.

Our goal is to get things right first time and every time, within an environment of all members of the organization being actively involved in continuing improvement through the regular and systematic review of our systems at Management team meetings and a minimum of two Business Reviews each year. Targeted quality objectives for continual improvement of the system will be established and reviewed at these meetings, and communicated to all personnel within the organization.

Signed: **Jason Aldridge**      Date: **15<sup>th</sup> November 2017**

Managing Director