



## Quality Policy Statement

### **PACT ENGINEERING LIMITED**

PACT is committed to providing customers with a complete manufacturing solution, from raw materials, machining, Grinding, wire eroding and treatments to finished product.

Founded in 1980 PACT Eng Limited is a family business that delivers high quality products and services to a wide range of market sectors including: motor sport, aerospace, Food Processing, oil & gas.

**Our vision is to meet and exceed customer expectations for quality, cost and on time delivery and produce components that fulfil their requirements.**

To meet these aims we are totally committed to developing our employees, technical capability, customer relationships and suppliers, as well as continually improving the effectiveness of our quality management system to fulfil the requirements of ISO 9001:2015.

Our ongoing focus on improvement means we can continue to deliver value to our customers, we react to changes and conditions quickly which allows our business to evolve to meet our customers current and future needs.

### **OUR PEOPLE**

PACT is committed to equality in employment. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs.

PACT is committed to: Individual growth and equal opportunity. Improvement through training and communication. Ensuring a safe and secure work environment.

### **OUR CUSTOMERS**

Customer needs are paramount and represent the highest priority within our business. We ensure that statutory and regulatory requirements are determined, understood and consistently met. We assess risks and opportunities that can affect conformity of products and services. We strive to ensure that customer satisfaction is maintained.

### **OUR COMMUNITY**

PACT is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our employee and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

### **OUR QUALITY**

Beginning with a clear definition of customers' expectations, we strive to consistently meet and exceed them. We adhere to all applicable standards and customer specific requirements and endeavour to provide processes that ensure we achieve this.

Authorised by: Steve Banfield

Position: Managing Director

**Date:**