

Section	2
Issue	9
Approval	Robert Burn
Date	11 <sup>TH</sup> April 2018

TITLE:

**QUALITY POLICY**

## Norbar Quality Policy



Norbar's vision;

***“To be the best torque tool company in the world.  
Respected, profitable & a great place to work”.***

The team at Norbar believe that Quality & Continuous Improvement are critical to the success of the business. Norbars approach is in accordance with the Quality Management Systems seven core principles.

### CUSTOMER FOCUS...

- Our customers are the reason we prosper. The teams goal is to provide innovative, customer driven products which conform to specification, legislation & our internally exceeding standards.

### LEADERSHIP...

- Compliance of regulatory, legislative & contractual obligations are led by the management team. The team believes that a safe working environment & practices are mandatory. An appropriate infrastructure, along with the resources required to achieve the Quality Objectives will be made available.

### ENGAGEMENT OF PEOPLE...

- Norbar prides itself on the motivation & professionalism of all its staff. Engagement in the business, its customer's needs & Quality Objectives is encouraged in all people.

### PROCESS APPROACH...

- Norbars activities will be managed as a set of interrelated processes ultimately delivering a conforming product or service 'right first time'. Continuous improvement, with waste reduction, will form an intrinsic part of these processes.

### IMPROVEMENT...

- The Senior Management Team are committed to the continued improvement of the QMS to ISO9001:2015, the product it manufactures & services it provides. Rapid continuous improvement is an ethos where the aim is to reduce lead times, waste & risk, by innovation & endeavour.

### EVIDENCED BASED DECISION MAKING...

- Organisational performance will be measured, analysed & monitored. Informed decision making conducted during Management reviews will form the basis of the Quality Objectives; the company direction will be driven by factual quantitative data.

### RELATIONSHIP MANAGEMENT...

- All organisational stakeholders have a vested interest in a smooth frictionless interaction. Our aim is to cultivate a mutually beneficial relationship between our suppliers, our customers [improved responsiveness], reliability & efficiency.

Neill Brodey  
Managing Director