



## **Quality Policy**

It is the policy of HPC plc that we will achieve customer satisfaction by providing products and services that completely fulfil customer's requirements.

Our ISO 9001 Quality Management system will provide a framework for continual improvement by identifying programmes and setting improvement objectives and targets that are regularly monitored and reviewed

We will involve employees at all levels in decision making and problem solving to the benefit of the company.

We will continually improve the overall performance of our management system, processes and products basing our decisions on accurate performance measurement.

HPC regards the achievement of a high quality performance as being a continuous process affecting all aspects of its operation, to this end we have defined the management system as a series of interacting processes, with measurable objectives as applicable, to ensure an efficient and effective organisation.

We will provide the resources needed for the effective operation of the quality management system, we will train and develop employees to ensure we have a skilled and competent work force with the best tools for the job.

We will develop good relationships with our suppliers and work with them to jointly improve performance.

We will comply with all regulations and legal requirements relating to health safety and environmental matters.

This policy will be reviewed at every management review and reconfirmed annually by the signatory at a minimum even if the content is unchanged.

## **Quality Objectives**

- For product and services to meet customer requirements.
- To supply products or service in agreed time.
- To minimise non-conformities in product and service provision.
- To ensure the quality policy is communicated and understood.
- To measure and monitor process, system and customer satisfaction performance.
- Identify opportunities for product, process and customer improvement projects.

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Chief Executive  
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