



Quality Manual

Quality Policy & Objectives Statement

ALM Products Limited's 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. To satisfy the requirements of all "interested parties". To promote a culture of "risk based thinking" as a preventive tool. To promote awareness of "the process approach" throughout the organisation.

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

The top management team of A.L.M. Products Ltd. is fully committed to the development, maintenance and continual improvement of the quality management system, the principles and requirements of ISO 9001. The policy and procedures of the QMS are mandatory requirements for all ALM employees and sub-contractors; failure to conform to them may result in the company taking disciplinary action.

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 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 requirements and principles
- To achieve our mission statement
- To comply will all relevant legal, regulatory and other applicable requirements

A series of measurable Key Performance Indicators (KPI's) shall be developed in support of the above objectives, performance against stated KPI's shall be analysed and reviewed leading to the development of improvement initiatives when appropriate.

This policy and objectives statement shall be communicated within the organization, be available to interested parties, as appropriate and be regularly reviewed for its continuing suitability.

Signed:

Tony Thompson, Managing Director

Date: 09.03.2017

Distribution: All employees

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