

QUALITY POLICY STATEMENT

ISO9001:2008 QUALITY ASSURANCE MANUAL

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THE SLINGCO COMMITMENT TO QUALITY

Everyone within the Slingco Group is fiercely committed to upholding the values of our organisation. Whether through customer service, the quality of our designs, our manufacturing processes, our staff training, our promises to each other, or the quality of our products, solutions and services, our key focus is to ensure that the Slingco experience is as peerless as can be.

Founded in Lancashire in 1980 as a wire rope engineering company, our specialisms now extend far beyond those beginnings to the design of electro-mechanical components, design, manufacture and/or supply of mechanical components, and solutions for supporting, pulling, protecting and connecting electrical cable or conductor. We also have a projects division that works in partnership with clients as both main contractor and sub-contractor.

From our UK headquarters north of Manchester, our philosophy of providing high performance, quality products and solutions with customer value in mind has established us as a leading company in our target markets.

As part of our drive to uphold our quality commitments, operations are managed in line with an effective Quality Management System, designed to meet the requirements of ISO9001:2008.

OUR QUALITY OBJECTIVES

As part of our commitment to meet our quality related requirements, our quality management system is continually assessed and improved to ensure continuous improvement is maintained, aiming to:

- Monitor our delivery performance to ensure we continue to meet or our delivery promises
- Measure our suppliers' performance based on quality, delivery, cost and service
- Ensure continuous improvement by analysing inspection data and identifying root causes of any and all issues
- Measure efficiency and utilisation of our production staff
- Use audits to monitor and manage our continuous improvement objectives

Our quality objectives provide the framework for our Quality Policy and are established and reviewed as part of our management review process. Each objective is substantiated in our QMS through auditable evidence.

OUR QUALITY STRATEGY

Our quality management strategy is based on the following key strategies, which we apply throughout our organisation in order to maintain individual and team performance.

- Effective policies, motivational leadership and visible senior management commitment
- Effective organisation with clearly defined management structure
- Clear accountability established through the delegation of well defined roles and responsibilities
- The setting of challenging but realistic standards and goals for individuals and teams
- The reduction of quality risks to the lowest reasonably practical level through detailed planning, risk assessment and risk control
- The formulation and implementation of effective quality control, processes and procedures
- Effective supervision and management through competent staff
- Planned inspections of work activities during the process and post-process phases
- Regular and proactive quality performance auditing, monitoring and measuring
- The adoption of on-going training needs analysis and investment in the training of staff

NICK DYKINS
Managing Director