

Section	2
Issue	10
Approval	Robert Burn
Date	05 <sup>TH</sup> June 2019

TITLE:

**QUALITY POLICY**

## Norbar Quality Policy



Norbars 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 team's 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. We believe that uncompromising quality is the responsibility of every member of the Norbar team. To support this belief, engagement in the business, it's customers, and its quality objectives is encouraged.

### 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.

Andrew Lobo  
Managing Director