



# FULCRUM MANUFACTURING LTD

Precision CNC Engineering

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## Quality Policy

Fulcrum Manufacturing Limited seeks to develop further as a successful and effective high-quality precision engineering business. Our overall aim is to deliver components to the highest practically achievable standards, we are committed to not only meet customer and regulatory requirements but also to deliver the best practically achievable solutions for our Customers' needs.

We examine our business risks and continually seek ways to not only manage risks, but also to improve our quality and levels of service.

To support this, we have objectives for continually improving quality and we measure our performance against them. Through following this process, we aim to ensure our Customers prefer to use us and we continue to succeed.

Our overall objectives cover:

- Customer Satisfaction
- Product Delivery based on PPM and OTIF measures
- Supplier effectiveness based on PPM and OTIF measures

However, our overriding objective is to perform at a level where all our customers perceive us as delivering excellent product and customer service.

In support of our quality philosophy, we operate a quality assurance system meeting EN 9100-2018, which is subject to regular third- party inspection.

The system provides us with a framework for continual improvement of methods and processes.

Continual improvement happens best when everyone involved with the business is committed to it. Therefore, although the directors are ultimately responsible for quality, everyone associated with our business is encouraged to play an active role. Everyone involved in Fulcrum is encouraged to identify areas where we may fall short of objectives and suggest improvements to help us succeed. This extends to listening to our customers' needs and expectations of Fulcrum.

We are committed to a philosophy of quality coupled with investment in both technology and our people, through this we aim for continual improvement in all aspects of our work.

We believe that by applying our policy and philosophy we will continue to succeed in a competitive and demanding world.

Matt Jeffries