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<b>SYSTEMS MANUAL</b>				

## Quality Policy and Objectives

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It is the policy of Hedley Hydraulics Ltd to achieve sustained, profitable and stable growth by providing products and service, which consistently satisfy the needs and expectations of its customers.

### **This is achieved through the:**

- Full commitment of all management and workforce to this quality policy, allied to active involvement in quality improvements.
- Understanding by all employees of the long-term importance of achieving customer satisfaction by providing a consistently high quality of product or service.
- Skill, dedication and relevant working experience of staff.

### **The objectives of the System are to:**

- Maintain an effective management system complying with statutory, technical, National and International Standards.
- Achieve and maintain a level of service and performance that enhances the Company's reputation with customers.
- Encourage a culture of flexibility, service, quality and continuous improvement.

Targets and measures are in place, which are reviewed and are compatible with this policy.

MANAGING DIRECTOR