



QUALITY POLICY Attachment 54



COMPANY QUALITY MANAGEMENT POLICY

It is the company policy to provide all customers, products that are fit for their intended purpose that conform to customer and relevant regulatory requirements.

Our Policy is to meet all Customers' expectations for,

Quality of Products: Customer Service: Delivery:


The implementation of this statement is achieved by the commitment of everyone in the company, Managing Director, Quality Manager, Operations Manager, Supervision, and all Employees, in the realisation and understanding that,

Quality and Customer Satisfaction concerns everyone and that we are all involved.

The implementation of this policy is achieved by the use of a Management Quality System that extends throughout the whole of the company's activities.

The Quality System Procedures ensure quality of product at all stages from, Procurement, Manufacture, Storage, Packaging and Delivery including after Sales Service. The Quality System ensures that defect prevention techniques are employed during the planning processes therefore the system is continuously striving towards total quality and continuous improvement of products and service to achieve customer satisfaction.

Copper & Optic are committed to doing everything possible in achieving the stated Quality objectives and to constantly review this policy against its intended purpose.

Signed:  Date: 4th January 2021

Philip J Latham

Managing Director

Copper & Optic Terminations Ltd.