

QUALITY POLICY

TLM Laser Ltd supplies and supports industrial laser equipment currently within the market sectors of Engraving, Welding & Cutting. Our objective is to:

- i) Provide exceptional customer support and service to all our customers.
- ii) Maintain excellent working relationships with our partner equipment suppliers.
- iii) Maintain and improve relationships with our general suppliers.

To achieve this objective, the organisation will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the company will:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the company and address risks and opportunities associated with them;
- Ensure quality objectives help the company achieve customer requirements by:
 - Collating and monitoring customer feedback to the organisation.
 - Working with and supporting suppliers to provide quality products.
 - Nurturing partner agreements to support continuity of supply and quality of products.
 - Always working with partners to assist in product development.
 - Be aware of competition.
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process;
- Proactively seek feedback from customers on how well its products and services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with suppliers who enable the company to create and deliver a reliable performance;
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets the organisation's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's products and services and business processes;

- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensure that the company complies with all necessary regulatory and legal requirements.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Signed on behalf of Board of Directors:



Name: **Andy Toms**

Position: **Director**

Date: **25th April 2018**