

## Quality Policy

G&O Springs Ltd are committed to providing our customers with high-quality precision springs and it is our policy to determine and review external issues that are relevant to our purpose and strategic direction.

Our aim is to enhance customer satisfaction with our products and overall service by operating all of our processes under controlled conditions and to continually improve our processes in order to meet customer specific requirements; this is achieved by;

- Understanding and meeting the requirements of our customers.
- Implementing and maintaining an effective quality management system.
- Continuously improving our processes and products.
- Working with our suppliers to ensure that they meet our quality standards.
- Empowering our employees to take ownership of quality and to appreciate the consequences for the customer of any 'Quality Escapes'.

### Specific Commitments

In order to achieve our quality policy we are committed to;

- Fostering close relationships with customers and other interested parties; this also includes affording access to our customers and/or regulatory authorities representative(s) to our business, documents and records; this includes (when requested) access to G&O's Certification and assessment results held within the IAQG's Supplier Management Portal (OASIS) and PRI's E audit net system.
- We will implement and maintain an effective quality management system based on the requirements of ISO 9001:2015 & AS9100:D.
- We will continuously improve our processes and products by conducting regular audits and implementing corrective and preventive actions.
- We will take full responsibility for the quality of all products purchased and/or processed from suppliers and sub-contractors that go directly into product, including those sources nominated by our customer base.
- We take responsibility for the quality of the product supplied, and do not use any verification activities carried out by its customers as a means for quality control of product supplied.

### Management Responsibility

The management of G&O Springs Ltd is committed to providing the resources necessary to achieve our quality policy. The quality policy will be reviewed and updated on a regular basis to ensure that it remains relevant to the needs of our business.

### Continuous Improvement

We are committed to continuous improvement of our quality management system. We will achieve this by:

- Conducting regular audits of our quality management system.
- Implementing corrective and preventive actions to address any identified nonconformities.
- Reviewing and updating our quality management system on a regular basis.

Signed: 

Name: Steve Boyd

Position: Managing Director

Latest Revision: 27/09/2023