



Quality Policy

It is the policy of G & O Springs Ltd. to determine and review external and internal issues that are relevant to its purpose and its strategic direction. Our aim is to enhance their 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 setting objectives within the business processes.

Personnel are motivated to understand and achieve business objectives, to appreciate the consequences for the customer of any 'Quality Escapes' To support the objectives of the business the necessary infrastructure and work environment is provided and maintained to ensure conformity of product.

G&O Springs 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).

The organization takes 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 also 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.

Latest Release Date: 01/09/2017

Authorised by:

Steve Boyd (Managing Director)

Dave Pitts (Quality Assurance Manager)