



Rowe Hankins Ltd

Quality Policy

Rowe Hankins Ltd. is involved in design, manufacture and servicing of electrical, electro-mechanical, electronic components and equipment. Our associated business administration has a vision to be synonymous with professionalism and innovation together with faultless and safe project delivery in every business discipline.

A key way to achieve this is by operating a Quality Management System (QMS) in accordance with the requirements of ISO 9001.

The Company Directors and Management is committed to:

- Satisfying applicable requirements by ensuring that customers and regulatory requirements are determined, understood and also constantly met.
- Continual improvement of the QMS by ensuring the risk and opportunities, that can affect conformity of products and services and the ability to enhance customer satisfaction are determined, addressed and the focus on enhancing customer satisfaction and a quality product.
- That all efforts are made to prevent failure of in-service products and to exceed customer expectation.

The Company Directors and Management shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy objectives are established for the QMS and compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of QMS internal auditing, monitoring and management review process, in order to enhance our customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that resources needed for the QMS are available: including training, support and encouragement.
- Communicate the importance of effective quality management and conforming to QMS requirements.
- Ensuring that the QMS achieves its intended result.
- Engage, direct and support our staff to contribute to the effectiveness of the QMS.
- Promote continued improvement.
- Support all roles in the company to demonstrate their leadership as it applies to their areas of responsibility.
- Foster partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for or on our behalf.

We are working towards encouraging organisations to cooperate and assist in the implementation of this policy, so far as is reasonably practicable, without risk to themselves, others, or the environment.

This policy will be reviewed and where deemed necessary amended and re-issued.