



QUALITY POLICY STATEMENT

It is the policy of LASER PROCESS LTD to document and maintain a quality management system that complies at all times with the requirements of ISO 9001 and Customer requirements. All employees of the Company are made fully aware of this policy statement, which can be summarised as.

To meet customers' requirements for contracts, delivery and service to ensure that LASER PROCESS LTD is considered a Premier Supplier.

To improve customer satisfaction to the level where the number of customer returns is continually reduced.

To develop employee awareness in the organization to assist in the continual improvement of the performance of the company.

To develop dialogue with customers to identify their needs and expectations that will lead to continuous improvement of products and services supplied.

To operate a comprehensive quality management system that satisfies the requirements of ISO 9001 and leads to the continual improvement in its effectiveness.

To agree with staff quality objectives that cover the organisation and to review them at appropriate times including the annual management review meeting.

Mr D Lindsey
Managing Director

Date: 31st October 2011