

QUALITY POLICY

Dellner Percy Lane manages its activities in accordance with the Quality Management System defined in ISO9001:2015.

In brief:

- *the purpose of the Quality Policy is to support the Quality Management system*
- *the Quality Policy and the Quality Management System are reviewed by Quality Management on a regular basis for relevance and conformance to ISO9001:2015*
- *the business activities are defined and controlled by appropriate Quality Procedures*
- *everyone in the company are responsible for the Quality of the work that they produce*
- *commitment to obtain customer feedback and react accordingly*
- *the products produced will be fit for purpose, and meet and satisfy customer requirements*
- *the policy provides a framework for setting Quality objectives*
- *the company works towards a framework of continual improvement*
- *the company is committed to meeting applicable legal and statutory requirements*
- *the policy will be made readily available for all employees*
- *the Quality Policy and therefore the Quality System has the full support and commitment of the full Management Team.*

The above are to be achieved by:

- *adequate allocation of resources;*
- *suitable lines of communication, including employees and relevant interested parties*
- *appropriate training as required*

Approved:

Tomi Ojala
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Managing Director