



Quality Policy Statement

It is the policy of Falcon Precision that all of our activities are carried out in a quality manner and in accordance with our quality management system.

We recognise the importance that the quality of our service has to the future of our business. Our commitment extends to ensuring that customer, statutory and regulatory requirements are met at all times.

The quality management system contains all the procedures and associated documentation to manage and control our business and it is readily available to all staff.

The aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfill our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

The quality management system is kept under review by the Managing Director by means of non-conformance control, auditing and management review processes. These processes maintain the suitability of the existing ISO9001:2008 system and provide a means of implementing improvements on a continual basis.

This policy statement is reviewed at regular intervals.