

## QUALITY POLICY

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Forward Industrial Products Group Ltd has an integrated approach to quality, health and safety and the environment, seeking continuous improvement in each of these important areas, over and above legal compliance. This policy is communicated to all employees and is made available to interested parties via our Company website.

### Quality Policy

FIPG Ltd is committed to providing customer satisfaction by offering a cost-effective solution for the provision of product and service that complies in all respects with the customer's order. The company will continually strive, continuously improve its service by working closely with both customers and suppliers to ensure that products are processed on time and right first time.


FIPG Ltd is certified to ISO 9000 for all its activities, as stated in our ISO 9001:2015 Approval Certificate. Additionally, many practices from Quality Standard IATF 16949 have been adopted for our automotive customers. All staff are aware of the processes operated within the company and are encouraged to seek opportunities to aid the development and improvement of systems.

The Management of the company establish business objectives which support the implementation of this policy. These objectives are regularly reviewed and revised as necessary with the aim of continual improvement.

### Key Targets: 2018

- Stock Discrepancies – investigations to be conducted for all variances in stock levels – for both stock gains and losses, 8D type investigations to be conducted to identify the root cause (locating errors, shortages not detected at goods in etc.)
- Introduce a PPAP submission checklist to identify level of compliance when submitted by suppliers. Copies to be sent to supplier and buyer when omissions or discrepancies are identified.

**Signature:**



**Position:** Managing Director

**Date:** July 2018

**Review Date:** July 2019