

J. H. LAVENDER & COMPANY LIMITED

QUALITY POLICY

J. H. Lavender has fully embraced the philosophy and disciplines required in the International Quality Standard ISO TS16949:2009 and ISO 9001:2008 as the model on which to base the Company's Quality Policy and Business Operational Processes.

J. H. Lavender encourages the development, on-going training and involvement of its workforce in order to achieve and maintain an innovative approach to the Company's core business of manufacturing and supplying aluminium high pressure and gravity castings and the machining of aluminium castings (excluding design). The Company has declined the authority for product design within TS16949:2009 Clause 7.3 and this remains the responsibility of our customers but are still responsible for manufacturing design.

J. H. Lavender is totally committed to exceeding its customer's expectations, therefore enhancing customer satisfaction and promoting long-term partnerships through seeking to continually improve on quality, cost and the service for the products it supplies.

J. H. Lavender regards the concept of Total Quality as a strategic business objective. This commitment being communicated understood and practiced by all members of the Company's workforce and its suppliers. It is fulfilled through the effective application of the Company's Business Operational System, the use of new technologies and best practice methods, together with compliance to specific customer, national and international regulatory requirements and environmental legislation.

J. H. Lavender places emphasis on manufacturing customer value added, right first time product, efficiency, the prevention of waste. The Company undertakes timely review of its Quality Policy to ensure its on-going effectiveness and suitability, together with continual measurement and evaluation of its business performance indicators to ensure achievement of targets against defined objectives in order to continually improve upon its business performance.

Ian Timings



Managing Director

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