



## Impress Group - Quality Policy

The assurance of quality is fundamental to all work undertaken by Impress Group Ltd and is practised by all personnel in their daily activities. We view the Quality Management System as an essential company framework to gain competitive advantage as well as reinforcing and enhancing customer satisfaction and improving the company's reputation and image to ISO 9001:2015 (excluding clause 8.3 Design and development of products and services).

The Group comprises of 5 associated businesses, those being...

- Impress North East Limited
- Impressive Welding Limited (IWL)
- Express Lasers Limited
- Impress Precision Machining Limited (IPM)
- North Eastern Powder Coatings (NEPC)

The scope of the quality management system includes...

- The manufacture of engineering components including Pressing, Forming, CNC Turning Milling, Sheet metalwork Fabrication and assembly.
- Specialist welding and fabrication service including coded welding, weld reclamation, machined fabrication and Non-Destructive Testing.
- The supply of precision laser profiled components.
- The manufacture of precision small components using CNC sliding head machining and CNC turning. The manufacture of high precision CNC components.
- Specialised painting & powder coating division.

Through Training, Investment and continuous improvement we are committed to supplying our customer's high-quality products.

To achieve this, our objectives will be the on-going development of our management processes to improve our services which include;

- Using and measuring appropriate key performance indicators: Delivery Performance, Customer Satisfaction, Cost of Quality, Supplier Performance.
- Training and continually developing the expertise, professionalism and integrity of our people.

This policy is approved by the undersigned and is supported by all staff within the organisation. All personnel shall be guided by the contents of the Quality Management System and no deviation from the methods and procedures set down shall be permitted.

I have read and understood this policy and agree to abide by the contents:

Name: .....

A handwritten signature in black ink that reads "George Beer".

Signed: .....

A handwritten signature in black ink that reads "George Beer".

Date: 22.10.21