

Welding Alloys Group Policy



Quality Statement

We are the go-to provider of advanced welding consumables, automated equipment for wear protection and engineered wear solutions. We achieve this through a total commitment to our customers, our people and innovation.

We believe that there is no substitute for quality and that our continuing existence is ensured by our customers through their perception of the quality of our products and services. We realise that the best quality product is not the one that has passed our inspection services, but rather the one that completely meets the customer demands in terms of:

Purpose



Durability



Availability



Ease of Use



Price

In our passion to excel we will continuously strive to ensure the complete and uncompromised satisfaction of all our customers through an active and well maintained Quality Management System (QMS). To facilitate this we will:

- Ensure that we understand the markets we operate in and adapt accordingly with appropriate products and services.
- Invest in technologies and people to provide products and services of the highest standards.
- Ensure that we procure the best raw materials, qualified suppliers and services available.
- Continuously improve our QMS and performance to meet and exceed the expectations of our internal and external customers.
- Develop, implement and maintain a QMS on a global scale throughout all our business units to ensure the highest quality in all we do, from the first contact with the customer to the final delivery.
- Ensure that urgency and hastiness never precede the importance for a product or service to completely conform to all requirements.
- Ensure that we minimise waste through the **5S System** to the lowest possible levels and utilise personnel, resources and equipment to the fullest of their ability.
- Set ourselves ever increasing levels of quality and improvement and continue to monitor these by analysing our performance and results and measuring these against the best in the world.
- Continuously analyse the skill and abilities of our employees and those carrying out sub-contract work and services on behalf of **The Welding Alloys Group** and provide the necessary skills, tools and training to engage, empower and involve our entire workforce.
- That we do not harm the environment we operate in, through any of our operations.
- Ensure that we provide a safe work environment for all our employees where they can reach the maximum of their potential.

At The Welding Alloys Group, Quality is a way of life that starts with every employee and never ends.

A handwritten signature in black ink, appearing to read 'D. Smith'.

Signature

6 / 12 / 18

Date