

## Quality Policy

Drive Lines Technologies Ltd is totally committed to quality and aims to ensure long-term customer satisfaction and loyalty by focusing on customer and future customer's needs and expectations and delivering a first class service.

This commitment to quality is based on the principle that the effective and consistent implementation of operational systems, which reflect both customer and business requirements, will result in the continuous satisfaction of the customers that we serve

A commitment to monitor and improve the effectiveness of the quality management system to meet the requirements of BS EN ISO 9001:2015

A commitment to comply with relevant statutory and regulatory requirements

A commitment to continually enhance customer satisfaction

A commitment to listen to and respond to customer requests, needs and expectations

A commitment to continually develop staff training and competency

This is achieved by establishing a framework where top management review the quality objectives at the annual management review meeting

Signed:



Ian Carr - Managing Director

Date: 15<sup>th</sup> August 2016