Quality Statement

Right first time, Every time and on time

Hydac Technology Limited is committed to supply products and services to its customer's right first time, every time and on time. Quality goes beyond the product; it includes customer service and is dependent on each and every person to achieve this.

QUALITY POLICY

The policy at Hydac Technology Limited is very simply stated in the introduction of the Company Quality Manual, that of Total Quality.

- Total Quality involves all members of the Company
- Total Quality involves all aspects of the Company
- Total Quality is the only option.

Total Quality embraces ALL activities within the Company and must be maintained at ALL levels to maintain total Customer satisfaction, and where possible exceeding those requirements.

The policy of Hydac technology Limited is to achieve quality by the integration of a quality management system to the related functions of all departments by the implementation of the program outlined in this Manual.

The company is committed to continual improvement with regard to both products and services provided, this commitment also extend to continually improving the effectiveness of the quality management system, thus ensuring that Hydac Technology Limited strives to achieve optimum quality, reliability, service and efficiency. To ensure continuity of products and services to the required standard, the Company have developed, documented and implemented a quality system that conforms to the requirements of ISO 9001:2015.

Hydac Technology Limited is committed to satisfying all compliance obligations including statutory and legal requirements specified within module A,B &D, of the Directive 97/23/EC - Pressure Equipment Directive ('PED'), for appropriate equipment.

It is the responsibility of all to ensure that they carry out their own tasks in accordance with these procedures and understand those that are the responsibility of others, which affect them.

In order to establish the objectives and processes necessary to deliver results to customer requirements, and Hydac's policies when implementing processes, we will monitor and measure processes and product against policies, objectives and requirements and then document the results. Actions to rectify and continually improve product process performance will then be implemented.

This objective will be verified by the results obtained by the use of a customer feedback and, to guarantee this objective, the company will review and maintain such key performance areas as incorrectly supplied goods, incorrectly packed goods and faulty products.

The Managing Director is responsible for the continuous improvement of the Quality Management System with the support of the Quality Team. The Quality Team will ensure that all procedures are regularly audited and deviations including risks and opportunities are brought to the attention of the Managing Director.

It is recognised that our quality products and services lead to satisfied customers, which, in turn, creates more orders and secures more jobs.

General Objectives

1. Customer satisfaction, whether that customer is internal or external.
2. A close relationship with customers, leading to a clear understanding of market requirements, and a timely response to fulfil those needs.
3. Maintain a close working relationship with our external providers so that they understand our needs and expectations and we understand theirs
4. Periodically review risk and opportunities in relation to the QMS
5. Efficient use of resources through training, planning and good management.
6. Reduction in non-conformities as a result of good planning and manufacturing practices. The Company's procedures are planned around the prevention of defects, and where non-conformities do occur it is our objective to provide a fast, efficient response to correct the non-conformity and prevent recurrence.

Our ability to meet the goals set out in the Policy Statement as detailed above, will be reviewed annually at the Management Review Meeting, and updated if necessary.

Specific objectives will be set by management annually and reviewed, updated and developed at our monthly management meetings.

We the undersigned have committed ourselves to this Policy and will strive to continually improve the service we provide to our customers.

Darren Wait

Managing Director

Date 03 April 2018

Review due April 2019