



# Quality Assurance Manual

Date: 27-10-10

Rev: 11

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## 3. Quality Policy Statement

AKD Engineering Ltd recognises the importance to its future by adopting a strategy that bases the development of its business on the pursuit of quality throughout the organisation.

It is the policy of AKD Engineering Ltd to work in compliance with all statutory acts, legislation and any work directives especially the Pressure Equipment Directive 97/23/EC whilst working on pressure retaining equipment as specified with-in the directive.

This commitment to quality is based on the principle that the effective and consistent implementation of operational systems, which reflect customer and business requirements, will result in the continual satisfaction of customer needs through the provision of a consistent service.

AKD Engineering Ltd operational systems are defined in a documented Management Manual that provides clear guidance on the systems that are to be followed. It is the intent of AKD Engineering Ltd that the Management Manual should satisfy as a minimum the requirements of ISO 9001:2008 and the Pressure Equipment Directive 97/23/EC.

To meet this goal we believe that we must recognise the contribution and value all our employees, customers and our suppliers as part of our team.

The ultimate responsibility for the Quality Management Systems rests with the Managing Director who will endeavour to ensure adequate resources are available to allow the Company to achieve and maintain high standards. The Managing Director has nominated the Quality Manager to oversee the running of the quality management system.

The Quality Assurance Manager who reports directly to the Managing Director is responsible for the day to day quality activities, monitoring and implementing continual improvements to the system. All findings shall be reviewed and actioned by the Management Team.

We expect and will require our managers through their leadership to support and encourage all our personnel to be involved in contributing their ideas and efforts to ensure we continually improve our services and activities.

The Company's goal is to achieve customer satisfaction through the delivery of customers agreed requirements and the continual improvement of the Company's operational systems.

The goal of continual improvement will be managed by reviewing the operational systems and setting objectives for areas of improvement, this will be regularly reviewed and revised during the Management Review Meeting.

The requirements of this policy will apply to all personnel that effect the quality of the service provided by the company whether they are employees or subcontractors.

Sign:

Date: 27-10-10

M Jones  
Managing Director  
For and on behalf of AKD Engineering Ltd