

Quality Policy

LAPMASTER- WOLTERS LTD. AIMS TO REMAIN A LEADING MANUFACTURER AND SUPPLIER OF PRECISION LAPPING AND POLISHING EQUIPMENT AND PROVIDER OF A PRECISION LAPPING AND POLISHING SERVICE.

The true measure of our Quality is the degree to which our customers express satisfaction with our products and services through long-term business relationships.

Our industry is characterized by intense competition. The quality of our products and services to our customers are the most important deciding factors between winning and losing business. We will pursue continuous improvement and innovative leadership within the company to create a competitive advantage for our customers and ourselves.

Lapmaster - Wolters Ltd. is committed to providing the highest standards of quality and service for its customers. To achieve these goals, Lapmaster will establish and maintain a framework of continual improvement throughout the organisation, focused on improving customer satisfaction.

We will strive for our subcontract Lapping and Polishing service to meet target reductions in lateness of orders down to 5%, and target reductions in scrap lines down to 5%.

Lapmaster recognises the contribution of an effective Quality Management System and is thus committed to maintain a system which will comply with BS EN ISO 9001:2008 and EN9100 : 2009. For the provision of a subcontract lapping and polishing service.

The Quality System is integrated into all aspects of the business process, and key processes are controlled with standard procedures, copies of which are available to all relevant personnel.

We recognise the need to maintain an effective human resource base to support the quality Management System. To this end, all staff will receive the training they need to achieve the company business objectives. We will dedicate ourselves to developing Quality Relationships that result in continuous improvement in communication and teamwork, both internally and with interested parties. We will actively encourage our staff to report to management on process observations and issues relating to product safety, for identifying opportunities for improvement.

We will contribute to a quality corporate citizenship by providing meaningful employment complying with all local and national regulation requirements, maintaining fiscal responsibility, and actively supporting the needs of our community and our industry.

We will conduct our company's business with high ethical standards and fair judgements which reflect our core values.

The effectiveness of the Quality Management System is regularly reviewed by the Management Team, where quality objectives are established and revised.

The Quality Manager is designated the management quality representative for site operations, and is responsible for maintenance of the QMS, the Quality Policy and for intended compliance with B.S. EN ISO9001:2008 and EN9100:2009

The Quality Manager has the responsibility, authority, organizational freedom and unrestricted access to top management to resolve quality management issues.

Signed:



D. Bartolini

GENERAL MANAGER