

### 5.3 Quality Policy

## Quality Policy Statement

Christie & Grey are committed to the continual future development and improvement of products and services that meet with or exceed customer expectations and regulatory requirements in terms of quality, performance, reliability, and delivery security.

Resources will be allocated to meet current and planned future needs of the business to ensure that the company can consistently provide a comprehensive service for the investigation, design, manufacture, and supply of anti-vibration systems.

The collaboration and development of suppliers and employees at all levels shall be encouraged to ensure current and future needs and expectations of the business are understood. Each employee shall be given the responsibility and authority for ensuring that their contributions achieve or exceed customer satisfaction from the receipt of an enquiry through design, manufacture, and installation of a product.

In order to ensure that the quality systems are capable of achieving the company objectives, a quality system will be operated which conforms to the requirements of BS EN ISO 9001 - 2015 Quality Management Systems.

The Quality Policy and its implications will be communicated to all interested parties. Periodic reviews will be undertaken to determine the suitability and effectiveness of the Quality System and identify continual improvement objectives required to fulfil the policy.

### 5.3.1 Mission Statement

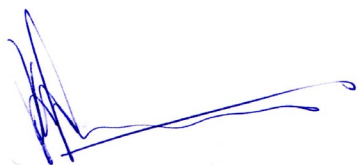
## Mission Statement

“The Company’s mission is to provide our customers with expert analytical support and certified high-quality products to achieve superior vibration isolation from mobile and static machinery and structural noise in buildings”.

### 5.3.2 Vision Statement

## Vision Statement

“The Company’s vision is to grow and gain market share through superior performance and investment for the future”



**Managing Director**