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Issue 3

Quality Policy

The scope of K C Engineering's business activities is to provide high quality whitemetal bearing repairs and manufacture whitemetal bearings and other related precision components.

K C Engineering's purpose, from a quality perspective, is to be recognised as market leaders in the services it offers to its customers. The company holds a strong reputation in the market place for high quality products and the activities of the business will work to preserve and enhance this reputation.

K C Engineering recognises both the need for a high quality product to sustain its position in the market place and to run its operations in a quality controlled manner to ensure the repeatability of its high quality component repair and manufacture services.

K C Engineering is accredited with ISO 9001 and AS9100 quality management systems and will work to comply with the requirements of this accreditation and as far as possible exceed the requirements in a proactive manner to benefit the customers of K C Engineering, its employees and shareholders.

This commitment to quality is based on the principle that the effective implementation of operational systems and controls which reflect both customer and business requirements will allow K C Engineering to maintain and improve customer satisfaction and improve the operational performance of K C Engineering.

It is the policy of K C Engineering to achieve this through the continual improvement of the company's activities by the planning, setting and implementation of specified and measurable quality objectives by the Management Team. These objectives and measurements will be reviewed by the Management Team via the Management Review Process which is held every 12 months. During the year business planning and review meetings will also include a review of the quality objectives.

The management team also recognise the importance of the entire company working within this policy and will ensure all aspects of this policy are communicated to its employee's on a regular basis and the measurable objectives are regularly communicated and updated.

Keith Chester
Managing Director