



## Business Mission and Quality Policy Statement

- The prime goal for TCB-Arrow is to continue to develop strong, profitable, long-term partnerships with customers who not only regard TCB Arrow as their preferred supplier of components and assembly solutions in Thermoplastic and Elastomer materials, but also have shared Values as TCB-Arrow.
- We will continue to support our customers in their efforts to maintain and improve their commercial advantage by providing excellent value, service, and product quality, aftersales and new product development.
- TCB-Arrow values the importance of developing customer, supplier and internal relationships which are open, honest, and responsible and which demonstrate absolute integrity at all times.
- Through partnership and continuous improvement, we aim to exceed Customer expectations by driving improvement throughout the business and supply chain, this will be done by taking into account the impact of climate change risks where possible.
- TCB Arrow will always conduct its work in a safe and environmentally friendly way and will apply lean manufacturing principles to minimise all forms of waste and inefficiency throughout the business.
- TCB Arrow is committed to maintaining applicable market sector and International Quality Standards. The requirements of these standards will be exceeded by ensuring that the Quality Management System drives the business processes and is continuously reviewed and improved.
- This Policy drives the Quality objectives of the business, which are subject to review as part of the Annual Management Review of the QMS.

***M.Humphries - Managing Director***