


QUALITY MANUAL DOCUMENT	Ref: QM 04	
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QUALITY POLICY STATEMENT		

Pro-Roll Ltd is committed to becoming the supplier of choice for all our customers by providing products and services which continually meet and potentially exceed all their requirements and expectations.

Pro-Roll Ltd strive to enhance customer satisfaction through a programme of continuous improvement and business development in accordance with the requirements of AS9100, ISO9001, customer specifications and applicable standards.

Our key Quality Policy features are:

- A commitment to the **continued development of our people** through training and personal development
- A **systematic** approach to working through well defined processes, procedures and systems
- Setting of **Quality Objectives** which are reviewed regularly as part of the Management Review Process
- Strive to **reduce non-conformance** and customer complaints through a culture of **risk based thinking**, robust root cause analysis and implementation of corrective and preventive action.
- Regular review of the **effectiveness of the QMS** through implementation of an internal audit programme and management review process
- Good relationships with **approved suppliers** (and subcontractors) to maximise added value and drive improved competitive advantage
- Strong **leadership** and commitment of the directors and management to the QMS to ensure that it drives **continual improvement** and remains compatible with the strategic direction and quality objectives of the business

The responsibility and authority for the Quality Management System is held by the company directors with routine operation controlled by the Quality Manager.

This policy will be communicated to all company employees (and other stakeholders where appropriate) and will be periodically reviewed (at least annually) to ensure it reflects the changing needs of the business.



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Symon Havenhand
Managing Director Pro-Roll Ltd

Date 10/04/2025



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Nick Gravill
Quality Manager Pro-Roll Ltd

Date 10/04/2025