

# **Our Quality Policy**

**T**he SRM / S & S International Quality Culture is built on a foundation of each employee's personal commitment to quality in the performance of his or her work. Our product quality and our productivity improvements are a direct result of this personal commitment to achieving high standards of quality, efficiency and service to our customers in all that we do. It is through our collective efforts, working together in an atmosphere of teamwork and attention to these fundamental goals.

## **Manufacturing Quality Control.**

Our business focus is to develop and manage unique process technologies with a commitment to the conservative producibility of high quality sheet metal slitting, finishing and polishing products which provides free of any rejections to our customers.

The Quality Control System in effect is defined by our Quality Manual and is based on the requirements of ISO-9001:2015.

This system is designed to achieve maximum control of product in order to assure that all manufacture contacts. Customer satisfaction and defect prevention are considered primary objectives of this system.

## **We will:**

- **Comply with all applicable laws and regulations**
- **Follow a concept of continuous improvement and make best use of its management resources in all Quality matters**
- **Communicate its Quality objectives and its performance against these objectives throughout the Organization and to interested parties.**
- **Take due care to ensure that activities are safe for employees, associates and subcontractors and others who come into contact with our work**
- **Work closely with our customers and suppliers to establish the highest Quality standards.**
- **Adopt a forward-looking view on future business decisions that may have Quality impacts.**
- **Train our staff in the needs and responsibilities of Quality management**

**President and Owner - Charles Patel**

Date: 02-04-2009 (reviewed January 2021)