

Quality not Compromise

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## Quality Policy

The Management of Jamestan are committed to providing quality products and services to our customers through the implementation of our Business Management System

We aim for total customer satisfaction by ensuring that Quality, which we deem to be 'conformance with specified requirements including customer, statutory and regulatory requirements,' is achieved on all orders.

We aim to achieve this by:

- Planning, organising, conducting and managing quality activities at all stages of the business process in order to produce the correct product / service, on time with minimum wastage while operating maximum efficiency.
- Continually reviewing and analyzing our performance and systems with the aim of providing continual improvement.

Jamestan Engineering are fully committed to maintaining a Business management system that meets the requirements of BS EN ISO 9001:2015 and AS9100 rev D We have established a Business Management System, which we will maintain and develop, to ensure that our Company Quality Policy is achieved, sustained and improved upon.

The purpose of the Business management system is to:

- Provide a clear statement of Quality Policy and the methods by which will be assured
- Implement our Quality Policy by means of BMS Procedures
- Achieve our Quality Objectives
- Establish a concise reference manual of standard practices and procedures of the Organisation
- Provide a reference against which current practice and proposed improvements can be factually assessed
- Provide a document system that specifies the methods employed to achieve, maintain, and improve quality standards
- Identify and designate personnel who will be responsible for ensuring that standards are maintained, and quality is achieved
- Harmonise policies and practices across all departments
- Manage, control and monitor our contractual arrangements and business practices
- Improve efficiency and performance
- To ensure the requirement laid out in the business management system are met, this policy and its obligations are communicated to all employees and is available to other interested parties on request.