

FARSOUND	FARSOUND POLICY	Doc No: QAP-001
Title: QUALITY POLICY		Issue: 5

Farsound specialise in the stock holding and supply of fasteners, components, materials, consumables, hardware and O.E. parts for aerospace, defence, marine, petrochemical, power and related industries.

Our Goal is to provide our customers with a high quality of both product and service at all times. Our aim is to establish a working environment where the need for quality is fully recognised, understood and implemented across the whole organisation.

Specifically we aim to:

- **Provide products and services that meet or exceed the requirements and expectations of our Customers together with those of users within the organisation.**
- **Provide a Just culture where creativeness, innovation and initiatives are encouraged, Human Factors and Product Safety are considered in order to improve business activities and processes.**
- **Establish and maintain a Quality Management System that facilitates information analysis to assist in the setting and reviewing of objectives, in order to continuously improve its effectiveness.**
- **Ensure that responsibilities towards quality are understood at all levels.**
- **Maintain certification to the requirements of BS EN 9120 (AS9120), AC00-56, ASA-100 and of our customers.**
- **Ensure that our activities and products comply with all relevant statutory health, safety and environmental requirements**
- **Train our personnel so that they take responsibility for the quality of their work.**

Quality is an absolute requirement of our business. It is our aim to be:

RIGHT FIRST TIME & ON TIME.

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Chris Knott
Chief Executive Officer

Lee Kelsey
Chief Operating Officer

Date: 21st November 2023

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