



## Quality Policy

ECEX Ltd aims to provide defect free goods and services to its customers on time and within budget.

ECEX Ltd operates a Quality Management System that meets the requirements of ISO 9001:2015 and CE Marking / Factory Production Control at the latest applicable issues, including aspects specific to the provision of structural engineering services.

The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
- Establish the Quality Policy and its objectives
- Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
- Ensure the availability of resources

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

In addition to all English and EU commercial legislation and regulations, ECEX Ltd complies with all legislation and regulations specifically related to its business activities.

ECEX Ltd constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order ensure its continuing suitability.

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John Grenville - Managing Director

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