

## QUALITY POLICY

In order to provide existing and new customers with assurance that our services will be maintained at high standards, a structured Quality Management System is being established that provides compliance to BS:EN ISO 9001:2015. Top Management are committed to promoting the use of a process approach and risk-based thinking in its decision making.

In accordance with all applicable regulatory standards and good industry practice, Würth UK will develop and deliver services by determining customer requirements with emphasis on continual improvement based upon measurement of customer satisfaction and the management of strategic objectives. Würth UK are committed to a programme of continual improvement with regard to processes, customer services and the quality management system.

Our Strategic principles are:

- Promote a culture of continual improvement.
- Achieve and maintain a level of quality, which enhances the reputation of Würth UK and its customers.
- Endeavouring at all times to maximise customer satisfaction with the products provided by Würth UK
- Achieve sustained profitable growth by providing products which consistently satisfy the needs and expectations of our customers.

These are not to be confused with management system objectives which are defined and maintained in a separate document.



Felix Piazza  
Managing Director  
Würth UK Ltd  
January 2023

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