



PROCESS:

QUALITY POLICY

ISO 9001/14001 CLAUSE:

ISO 9001:2015 – 5.2. QUALITY POLICY

VERSION NO.:

12

DATE:

JANUARY 2018

PREPARED BY:

TOP MANAGEMENT

APPROVED BY:

TOP MANAGEMENT

RESPONSIBLE:

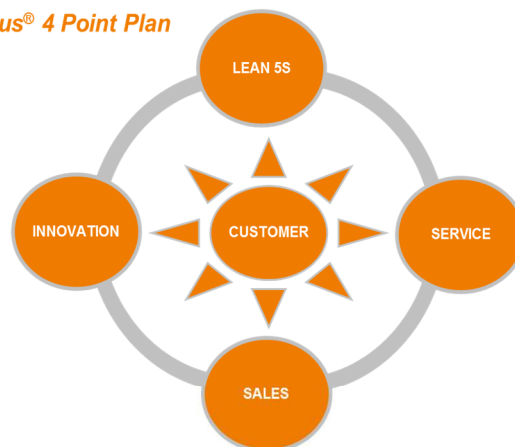
TOP MANAGEMENT

Top Management has established and implemented, in conjunction with the Systems Manager, the company's Quality Policy to ensure it is appropriate to the purpose and context of the organisation and supports its strategic direction. The Quality Policy is regularly maintained and is reviewed annually as part of the Quality Management System (QMS) Management Review or whenever circumstances change.

igus® is committed to consistently provide products and services to meet customer requirements and exceed their expectations for quality, safety, cost, delivery, and value. This Quality Policy provides a framework for setting Quality Objectives and enhance quality performance. igus® uses the following principles to guide our efforts:

- Continue to resource out Quality Management System (QMS) to meet the standards of the ISO 9001 certification;
- Meet or exceed legal requirements applicable to igus®, customer or industry-specific requirements, and other pertinent requirements;
- Increase customer satisfaction through on-time delivery, conforming and defect-free products, and complaint-free performance;
- Pursue continuous improvement in Quality Management System (QMS) through the annual development and consistent evaluation of the Quality Objectives and Targets;
- Implement awareness and training programs to enhance employee performance and engagement with the Quality Management System (QMS);
- Clearly communicate relevant quality policies, practices, and impact to interested parties.
- Maximise igus® performance and profits through the elimination of quality problems and related costs.

igus® 4 Point Plan



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