

## Springtech Quality Policy

The team at Springtech is dedicated to ensuring we provide a high quality, professional and efficient service to deliver the maximum satisfaction of all the requirements of our customers.

The management team is committed to promoting continuous improvement of our quality and inspection management processes, reinforced by our **BS-EN-ISO 9001** certification, and that this commitment is fully resourced and cascaded down throughout the Springtech organization - including external stakeholders and suppliers.

Quality and specification are central to our material purchasing decisions, whether selecting new suppliers or assessing the performance of our long-term supply partners. We do not purchase materials from sources which have a track record of variable quality standards.

In addition to maintaining frequent contact with our customers, we regularly externally audit our performance by securing quantitative and qualitative feedback through our Voice of the Customer (V.O.C) program. Customer feedback is communicated throughout the organization so that maintaining and improving our service levels are at the core of all our activities.

*“Our mission is to be the best service provider of spring technologies by offering our customers a one-stop facility with quality levels that exceed expectations”*

Andrew Turner

Managing Director

Springtech Ltd

