

Quality Policy Statement

What's important to us...

People:

- To provide our people with the tools (training, support and equipment) to achieve their objectives
- Empower and encourage our people to positively challenge and improve the way we work
- Share business goals and objectives and how we can achieve them collectively
- Do everything to the best of ability and with pride, in line with the Gripple Spirit and our shared values

Customer:

- Work closely and openly to build long-term relationships
- Provide customers with products which meet if not exceed their expectations
- Should there be an issue, always respond in a prompt, thorough and respectful manner

Suppliers:

- Work closely to build long-term relationships
- Share skills, practises and resources to improve, ensuring we get the best quality of product or service available
- Work together in a transparent manner to learn from previous mistakes and to prevent them happening again
- Suppliers will be required to spend time at Gripple to understand what we do and how we rely on them providing us with the best possible parts, on time

Systems:

- Keep to a minimum; provide the rules needed to allow solution led innovation
- Learn from previous mistakes and introduce effective measures to prevent recurrence
- Use the Quality system and the associated measures to monitor progress and identify areas for improvement
- Use the system to continually identify and improve all areas of the business
- Build checks within the processes to ensure we can only ever make good product
- A way of identifying the requirements of our interested parties and a commitment to satisfying their needs



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