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William Mitchell Quality Policy

It is the policy of William Mitchell to meet customer requirements and enhance their satisfaction with our products and overall service by operating all of our processes under controlled conditions.

This policy is deployed through our quality management system that has been established, documented and implemented to fully conform to ISO 9001 & TS16949.

The system is maintained and continually improved through the setting, monitoring and reviewing of our quality objectives, data analysis, internal auditing, disciplined problem solving, corrective and preventive actions, physical and human resource requirements, and management review. Changes in the governing standards and regulatory/contractual requirements are assessed and incorporated on an ongoing basis.

Our personnel are provided with instruction to assure their understanding of the company quality policy and training/coaching to enable them to competently carry out their work. They are given access to quality management system documentation and are made aware of relevant procedures and/or job instructions. They are motivated to understand and achieve quality objectives, to make continual improvements, and to appreciate the consequences for the customer of any non-conformities to quality requirements.

We are committed to fostering close relationships with customers and partners. We strive to meet the expectations of other interested parties

Customer confidentiality is assured at all times in accordance with contractual agreements, this includes, but is not limited to products and/or projects that are under development and any related product information, including intellectual properties that may be supplied within the requirements of the contract

Our quality policy and quality management system have been established by our top management and are subject to regular management review to guarantee continuing suitability, efficiency and effectiveness. The policy is communicated throughout our organization along with the importance of meeting statutory and regulatory requirements.

Signed: 

Mr. Jason Pyott
Managing Director

Date of last review: **March 2017**

