



**POLAR**  
MANUFACTURING PLC

Certified to ISO 9001 & IATF 16949

Design | Composites | CNC Machining | Spray Coating | 3D Scanning

35A Bowthorpe Industrial Estate  
Barnard Road | Norwich | NR5 9JB  
Norfolk | UK

+44 (0) 1603 984850

info@polar-manufacturing.com

www.polar-manufacturing.com

## Quality Policy

We want all our customers to receive products that they are delighted with, and to provide an excellent service that meets or exceeds their needs and expectations. We will achieve this by:

- Good internal organisation and two-way communication
- Respecting our customers at all times
- Ensuring we understand what our customers want and expect from us
- Making sure our staff are properly trained, and are confident and effective undertaking their work
- Using materials and equipment that are fit for purpose
- Adhering to regulatory and statutory requirements, and to the ISO 9001 and IATF 16949 standard
- Reviewing KPI criteria including Scrap, OTIF, Productivity of Departments, Lateness and Absenteeism, Enquiry Conversion and Purchasing Analysis.

We want all our staff to be proud of what they do and to be proud to be part of Polar Manufacturing Ltd. We also want to ensure they work safely and are mindful of the health and safety of their colleagues and others who may be affected by what they do.

We want to improve year on year and to help us to do this, we will:

- use this policy to set ourselves challenging objectives – and we will review our progress in meeting these throughout the year
- review our Quality Management System - and this Policy - regularly

We will make sure this Quality Policy and our Objectives are communicated to and are understood by everyone working for, or on behalf of, Polar Manufacturing Ltd and is made available to relevant interested parties.

*Michael Harris* 12.08.2019

Managing Director

Date

M HARRIS