

Quality Policy - Telford

“The Company will strive to exceed the expectations of its customers, employees, local community, environment and shareholders. This will be achieved in part by working to IATF16949 and ISO 9001 requirements and all employees are responsible for ensuring this takes place”.

Policy Implementation

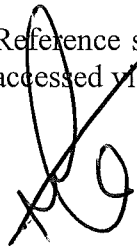
We are committed to setting a clear direction for the organisation which shall be adapted to meet the needs of the fast moving and constantly changing external environment.

In the conduct of it's business the Company shall be guided by certain fundamental and enduring values, including acting with integrity at all times, respecting human dignity and rights, complying with the regulatory framework wherever it operates and meeting the standards of good corporate governance.

The following principles shall be applied by all employees in the conduct of the business:-

- Seek and recognise our customer's strategic aims and through effective partnerships with them and our suppliers, work to achieve those aims.
- Define the measures and actions which will enhance customer satisfaction, set targets, communicate standards, plan and implement solutions and improvements.
- Continually optimise the quality and value of our products and services to our customers.
- Implement a system of control that provides for continuous improvement of all aspects of the business and to review and improve the effectiveness of this system.
- Establish a teamwork process at all levels and create an environment where employees are the process owners and agents of change.

Reference should also be made to “**The GKN Way - Living the Values**” which can be accessed via the GKN Intranet Site.



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July 2020