

QUALITY POLICY

voestalpine Speciality Metals (Scotland) is committed to:

- Exceeding customer expectations in service delivery and quality of its work.
- Operating the business to the systems required by ISO 9001: 2015.
- Satisfying all other applicable requirements i.e. legal, statutory and customer requirements.
- Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.
- Promoting the culture of continual quality improvements and the philosophy of getting things “right first time”.
- Rigorously controlling and continuously monitoring the supply and completion of all projects undertaken.
- Promoting and measuring effectiveness of the quality management system and ensuring implementation is achieved by internal auditing, management review, corrective action, a process approach and risk based thinking
- The provision of resources required to ensure that the system is operated as required and a culture of continuous improvement is implemented.
- Setting SMART objectives for the company, using customer feedback, Internal Audit results and any other data collected. These objectives shall be reviewed and updated at regular intervals.
- Identifying and considering risks and opportunities relevant to the company and the Quality Management System

Everyone is responsible for the quality within the company and for maintaining high standards.

This policy will be reviewed on an annual basis.



Craig Hebden

voestalpine Speciality Metals Regional Divisional Director – North Sea
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