



N. L. ROPER & SONS LTD

PRECISION FLAT LAPPING ◦ FINE POLISHING ◦ PRECISION GRINDING ENGINEERS

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Certificate No. 3076



Est. 1971

Fuller Road, Harleston Industrial Estate, Harleston, Norfolk, IP20 9EA

Quality Policy

N. L. Roper & Sons Ltd is a Company of people who understand the importance of providing its customers with services that meet or exceed the agreed requirements.

We recognise that this goal will only be achieved by our commitment to effective and efficient Quality Management and Good Business Practice at all levels and within every function within our organisation.

To support these aims the Company:

Has implemented a Quality Management System which complies with the requirements of BS EN ISO 9001: 2015

Is committed to establishing and reviewing quality objectives.

Is committed to the process of continual improvement in all parts of its operations.

Profits are necessary to sustain the Company, to allow re-investment and provide a measure of our performance in satisfying our customer needs.

We recognise that our personnel are our ultimate strength, and we are committed to their continual development and training.

We are committed to never compromising on quality or integrity as to do so would mean to fail in our aims laid out above.

The contents of our Quality Manual are mandatory, and it is the responsibility of all the personnel to ensure that procedures and process charts are followed as quality cannot be inspected in to work.

This quality policy will be reviewed at each management review and revised as necessary.

As **Chairman** I accept primary responsibility for the quality of our systems and service, and endorse the Quality Management System which complies with ISO 9001: 2015 Quality standard, to implement this. I will delegate my responsibilities to the **Quality Assurance Manager** who shall be responsible for ensuring that this system is understood accepted and implemented throughout the organisation.

Kevin Roper
Chairman