



Quality Policy

ETL provides an Electronics Manufacturing Service covering PCB, Cable and Full Unit assembly, incorporating Test and Conformal Coating to a diverse range of customers and industries.

Our policy is to continually meet or exceed the requirements and expectations of each of our customers in order to achieve high levels of customer satisfaction.

Our Integrated Management System (IMS) supports this policy and complies with AS9100, ISO9001, ISO14001 as well as customer specific standards and other statutory, regulatory and environmental requirements relevant to our business activities.

Our Quality Policy is driven by the following principles and behaviours:

- Ensuring our employees are aware of the requirements of the IMS and are appropriately trained and empowered to ensure its continued effectiveness and improvement.
- Build mutually profitable relationships with our customers through the understanding of their needs and the needs of their customers.
- To proactively identify, assess and mitigate risks to quality through effective planning.
- Ensuring openness of our activities.
- Develop and maintain strong relationships with our suppliers.
- Continually improving our systems, processes and practices through a process approach.

Whilst all employees are responsible for the quality of their work, the Quality Assurance Manager is the designated representative for the continuing effectiveness of the IMS, supported by the department leads who are accountable for maintaining and improving the realisation process.

The Management Team commits to lead continual improvement of our Integrated Management System by regular review of the performance metrics we use to measure Customer Satisfaction.

This Policy, our objectives and targets are regularly reviewed or as specific changes dictate to ensure that it continues to reflect the aims and goals of the Company. These are then communicated to all employees.

S Crook
Managing Director