

## Quality Policy Statement

Brooks Forgings Limited are committed to the provision of a total quality assured service in meeting statutory requirements, legal requirements and the customers specified and anticipated needs in an organised and professional manner.

We recognise that simply satisfying our customer is not enough. We must aim to delight them so that they tell their colleagues about us recommend our services and give us repeat business.

Our top level objective is to maintain a financially viable business, to allow us to supply products to our customers to the agreed requirements on time. Measurable objectives consistent with this policy will be established, communicated to all personnel so that they are understood and will be subject to systematic, periodic review by the management team. Thus allowing us to continually improve our business performance and the effectiveness of the integrated management system.

Brooks Forgings see the attainment of BS EN ISO 9001:2008 as a significant milestone on our journey to excellence and regard it as the minimum standard to which we conduct our business. This said we regard the customer as King and his requirements shall always prevail.

The Directors and Senior Management shall review this policy and the objectives contained therein, at least annually, to ensure its continued suitability for our business. It shall be communicated so that it is fully understood, throughout the organisation.

**J. C. BROOKS**  
CHAIRMAN

**S. C. BROOKS**  
MANAGING DIRECTOR

**A. BROOKS**  
FINANCIAL DIRECTOR

*Note: Previous issues of the Quality Policy Statement (No. 01 to 04 inclusive) have been an integral part of the Quality Policy Manual*

31st January 2014