

ISO 9001-2015 5.2

## Company Quality Policy

**RAM Universal's** principal aim is to always supply to our customers high quality products with unrivalled levels of customer service that conform exactly to stated or agreed specifications, standards and or order requirements.

This extends to convey best value in terms of quality and price and to give our customers complete confidence that our products will be completely reliable throughout their intended service life.

The establishment of a QMS is therefore the foundation to establish a company culture centred upon continuous quality improvement.

The QMS is based on the requirements of BS EN ISO 9001:2015 and the company is fully committed to fulfilling these requirements. The system has been developed to enable full integration of in-house and if required client specific requirements.

The aims of the QMS are to prevent quality defects or potential quality defects at the earliest stage possible, which in turn improves the overall efficiency of the organisation and assists in the compliance with the formulated quality objectives.

The QMS will ensure that all products and services will meet customer specification and provide satisfaction regarding product quality, reliability, delivery performance & customer service.

Top management will formulate quality objectives during management reviews and will ensure the routine monitoring, measurement, and achievement of set objectives.

**Our aim is to:**

**"GET IT RIGHT FIRST TIME AND  
STRIVE FOR CONTINUOUS IMPROVEMENTS"**

**Signed: Date** 04/09/23 (Signed original held on site at company)

X



Robert James  
Managing Director

X



Richard James  
Sales Director

X



Charlotte James  
Interim Quality Manager