

# Quality Objectives Statement

This Statement of Objectives has been written demonstrate compliance with ISO 9001:2015, clause 6.2, and to support the Integrated Management System Manual. In line with the mission statement to delight customers, the Didsbury Engineering Company makes the following Quality Objectives Statements.

1. To maintain and continuously improve the Quality Management System, appropriate for the company's business needs, through but not limited to, planned internal audits, post audit procedural reviews and closedown of all non-conformances raised.
2. To reduce the number of customer complaints by responding to and implementing corrective and preventive actions to avoid recurrence of issues. The target for customer complaint receipts is zero.
3. To reduce the number of instances and amount of defective or sub-standard material received from suppliers by ensuring that all material requirements data issued is current and fully understood. Actions taken to resolve issues may include the provision of support and advice to suppliers to target a reduction in the number of unsatisfactory deliveries to zero.
4. To respond to in-process issues, at the request of suppliers, customers or internally from the company's production department, to improve the production process through, but not limited to, reductions in cycle time, omissions, failures and cost through the elimination of scrap.
5. To report at monthly Management Meetings, a review of the QMS activities that have occurred since the last meeting. The report is to be reviewed by all senior company management; the Operations Manager and managers of Finance, Production, Engineering, Procurement and Sales. Output and other actions from the review will be contained in the Minutes of the Management Meeting.



T. Ghigi  
Managing Director



L. Stirrup  
Head of Quality

*Rev. 10, June 2023*