

# FOREWORD

This Quality Manual is the means by which Layton Technologies Limited (the 'Organisation') satisfies the requirements of its customers, particularly with regard to management responsibility.

The Organisation is obliged to ensure that its Quality Policy is fully and completely understood by its employees, and that its procedures are implemented and maintained at all times. This Quality Manual is in accordance with the requirements of **BS EN ISO 9001 : 2008**. All of the components of the Quality Management System shall be periodically and systematically reviewed by both internal and external Quality Audit procedures.

The Quality Manager, appointed by the Organisation's Managing Director, is responsible for the control of all matters pertaining to the implementation of these procedures.

The assurance of quality is fundamental to all the work undertaken by the Organisation. The procedures established shall be practised by all personnel at every level in the Organisation's structure.

The International Organisation for Standardisation (ISO) has specified the following definitions for use in Quality Management Systems:

A **product** is defined as the result of a process and may include any services or advice, provided to a customer as well as physical goods.

A **customer** is an Organisation or person that receives a product and may include clients, purchasers, partners, stakeholders or any other party having a quality related relationship with you and your organisation.

A **supplier** is an Organisation or person that provides a product. A supplier can be internal or external to the Organisation. In a contractual situation a supplier may be referred to as a contractor.

A **process** is a set of interrelated or interacting activities, which transforms inputs into outputs.

# PROFILE

Layton Technologies Limited (the 'Organisation') was founded in 2000 by the present management, to design and manufacture low emission cleaning and drying systems for precision applications.

The Organisation has established a worldwide reputation undertaking contracts for several major companies including:

1. British Aerospace
2. GEC Marconi
3. Rolls Royce Cars
4. Rolls Royce Aero
5. Renishaw
6. TRW: Los Angeles
7. Dow Corning: Michigan.

The Organisation's success was, and remains, attributable to a firm commitment to quality.

# QUALITY POLICY

Layton Technologies Limited (the 'Organisation') aims to provide defect free goods and services to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001 : 2008 certification, including aspects specific to the design, manufacture and service of low emission cleaning and drying systems for precision applications.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction.

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
3. Establish the Quality Policy and its objectives
4. Conduct Management Reviews of the effectiveness of the implementation of the Quality Management System
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in this Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

In addition to all English and EU commercial legislation and regulations, the Organisation complies with all legislation and regulations specifically related to its business activities.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.