



## QUALITY POLICY

EFI supplies a wide range of industrial manufacturing companies, the majority of which are Caps and Closures, Pharmaceutical, Automotive and Technical Parts. Our process controllers have been built to allow all types of manufacturers to use whatever features are required for production.

Our Quality Management System is consistent with ISO 9001:2015. Its purpose is to:

- Ensure we act on the feedback from our clients and others that we engage with
- Continually improve the services we provide
- Remain compliant with all legislative & regulatory requirements
- Ensure that those we engage with have a positive experience.

We do this by always looking for opportunities to improve and then setting SMART objectives to maximise our strengths and minimise risk. We all have a responsibility to ensure that our clients receive quality service and to demonstrate a high level of competence always.

The Company's services and systems are designed, engineered, and managed to exceed our client's expectations through the simplest and most cost-effective means possible.

The Company is committed to a training policy that ensures all personnel have the necessary competence and training to perform their duties.

The Quality Policy is understood by and communicated to all staff within the Company. It is the responsibility of Senior Management to investigate any quality problems and ensure that corrective action and/or preventative action is implemented as soon as possible. Senior Management shall also ensure customer requirements are determined and met, therefore enhancing customer satisfaction.

All the components that together make up our Management System are regularly reviewed to ensure they are appropriate, understood and that the system continually improves allowing us to exceed our customers' expectations.

John Lamberton,  
Managing Director

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