



QUALITY POLICY STATEMENT

Management and staff at TBF International will work tirelessly towards the principle of continuous improvements in product quality and customer service excellence.

Our principal aim is to be recognised by our customers, both existing and future, as their best supplier of metal parts and engineered assemblies. This will be achieved by meeting exactly the customers' requirements to ensure that they get what they want, when they need it, delivered to where they want it for a price that is mutually agreed and acceptable to all.

We will supply high quality, reliable products that conform to pre-agreed order requirements. It is our aim to always exceed our customers' expectations, and never fall below the standard that is required. It is by setting ourselves such a high standard of customer satisfaction and not allowing ourselves to fall below it that will ensure Tube Bend Form International Limited and its' employees can have pride in their work.

The establishment of our QMS and our adherence to it will be the foundation stone of a company-wide culture centred upon continuous quality improvement, process efficiencies, reduction of waste, leading to profitable business growth. With each employee understanding, that they have both a personal and collective duty to providing an excellent service by constantly and consistently looking for better ways to serve the needs of our customers.

The QMS is based on the requirements of BS EN ISO 9001 and the company is fully committed to fulfilling these requirements and the continual improvement of the quality management system. The system has been developed to enable full integration of in-house, product and client specific requirements.

Tube Bend Form International Limited and all of its employees' will strive to achieve a zero defect quality record with all of our customers. By setting this target so stringently any deviation will become instantly apparent to all and we will have collectively failed the customer and ourselves. In order to ensure this policy is adhered to, it is available to all interested parties internally and externally when required.

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

Signed by TBF Management Team on **Thursday 28th January 2021**

Glyn Meek

A handwritten signature in black ink, consisting of several overlapping, horizontal strokes that form a dense, scribbled shape.

Caroline Cuddy

A handwritten signature in black ink, featuring a circular, scribbled shape with a horizontal line extending to the right.

Phil Hewitt

A handwritten signature in black ink, written in a cursive style with a long, sweeping tail.