

Quality Policy

The strategic direction and goal of PPT Group UK Ltd. Slinfold is to be market leaders in the design and manufacture of high quality force and torque measurement instruments and systems. We aim to provide products and solutions that meet and exceed our customers' expectations.

The interface between the customer and the sales function is fundamental in meeting our goal. We aim to understand the precise requirements of each customer in order that we might provide them with appropriate product. We shall assure them that after they have placed an order on PPT Group UK Ltd. Slinfold, we shall keep them informed of any changes to our commitments. Furthermore, we shall endeavour to provide an after-sales service to end-users to help them gain maximum benefit from their purchase.

To establish the context of our organisation, we aim to understand internal and external issues that are of concern to us and its interested parties. These issues are identified through analysis of risks and such issues are monitored and updated as appropriate, and regularly reviewed by top management.

To assist PPT Group UK Ltd. Slinfold in meeting their strategic direction and goals and aim for continual improvement, top management set company objectives and ensure that resources are available for completing, analysing, and reviewing these objectives and all other aspects of the quality management system. Key process indicators (KPI's) are used to monitor the objectives' performance and progress is communicated to all employees via monthly quality reports.

Our employees are key to the meeting of our goals and therefore we operate a training system that assists in the identification of training needs and aids employee development.

All employees have a responsibility for quality within their own areas of work to ensure that quality is embedded within the whole of the company.

By operating a quality management system that complies with the requirements of ISO9001:2015, we will be able to control our processes, monitor our performance and continuously improve our operational capabilities.

By operating to the requirements of ISO9001:2015, we intend to grow and develop into a world-class provider of force and torque measuring solutions to its established global customer base and into new markets.

Company Values

- *We value our employees and encourage their active contribution to the business.*
- *We are committed to understanding our customers' needs, exceeding their expectations and building long-term relationships with them.*
- *We will apply innovation to improve our products and services.*
- *We will reinvest profit for growth.*
- *We are committed to introducing new technology and to make our products and processes more efficient.*
- *We will consider climate change to determine if there are or not relevant issues that will need to be addressed for our operations.*

John M. Torrance
Chief Operations officer, PPT Group
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