

Quality Policy

The Solder Connection is dedicated to a quality policy that will ensure that its products and services satisfy our customers needs first-time, on-time, every-time, at good value to them and profitability to the company.

The goal of the company is to achieve a high level of customer satisfaction at all times.

The Solder Connection believes in the concept of client and supplier working together in pursuing this policy and in continually striving for improvements in service quality.

The quality policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary action to eliminate them.
3. Everyone understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff will be responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

The quality policy principles and objectives will be communicated and made available to staff at all times. Training will be an integral part of the strategy to achieve the objectives.

Within this Policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015.

We are all committed to operating continuously to this standard and our Company will constantly review and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

Any interested parties can view the Quality Policy on the company website. www.solderconnection.com. A Company Quality Profile providing an overview of Solder Connections Quality procedures alongside other policies is also available on request.

Policy Version: 5
Version Date: 17/12/21