



## QUALITY POLICY STATEMENT

It is AEL (Aberdeen) Ltd policy to conduct its business in the most ethical and efficient manner. We strive for quality in all we do by having a suitable trained and motivated workforce. Our personnel, alongside effective systems, ensure we deliver the best possible service at all times.

At AEL we continually do our best to improve reliability and efficiency within the workforce and systems. This ensures that our customers can always have the confidence that we will deliver products and services on-time and that on every occasion they are compliant with their own standards and requirements.

We shall ensure that all employees are adequately trained and directed towards compliance with the Quality Management System Manual, processes and procedures as appropriate to their job activities.

AEL Senior management shall provide adequate resources and infrastructure to ensure our objectives will be achieved:

- Management of a quality management system to ISO 9001:2008.
- Customer satisfaction by means of service and reliability.
- Identification and regular analysis of key performance indicators.
- Commitment to constantly improving systems, procedures and work practises.
- Commitment to providing effective training and development of staff.

The policy forms the framework for establishing Quality Objectives and shall be reviewed regularly for suitability and effectiveness.

**Mr Graeme Mackie**  
**Managing Director**

A handwritten signature in blue ink, appearing to read 'G Mackie', written over a horizontal line.

**G Mackie**

**Date**

**24<sup>th</sup> February 2014**