



PRIME ATLANTIC GROUP QUALITY POLICY

The Top Management Team at Prime Atlantic Group are fully committed to consistently delivering high quality products and services to all customers and stakeholders, to ensure customer satisfaction as well as statutory and regulatory compliance.

Prime Atlantic Group has a strong reputation for delivering exceptional products and services, aiming to be a market leading customer driven organisation, while enhancing long-term sustainability and profitability. In pursuit of this strategy the Top Management Team at Prime Atlantic Group will show leadership and commitment in establishing, implementing, integrating, and maintaining the quality management system, committed to diligently managing quality in a manner that meets the requirements of ISO 9001.

This will be achieved by:

- Leadership engagement and effective management, by openly engaging with and encouraging all members of the workforce to be actively involved in the ongoing search for innovation to attain higher quality products and services.
- Clearly defined organisation policies and procedures promoting customer focus and continual improvement.
- To implement appropriate actions to address the risks and opportunities associated with internal and external issues, to meet the needs and expectations of interested parties.
- To strive to continually improve the services offered to customers through the use of this quality policy, quality objectives, performance evaluation including audit results and corrective actions, and regular management reviews.
- To establish annual quality objectives at strategic and operational levels within the organisation that will then be measured, reported upon, and regularly reviewed.
- Being lean and agile by adopting the most efficient and effective working and business processes enabling us to compete in the marketplace.
- Ensuring customer and stakeholder satisfaction, thereby, maintaining sustainable business relationships.
- Consistently delivering conforming products and services, on time and within budget, in a manner that meets customer requirements in all respects.
- Providing all employees with the correct resources to meet objectives, carry out their work effectively, and empowering them to identify and solve problems.
- Regular monitoring, measuring, evaluation and review of the management system, with regular reporting and communication of the status and effectiveness at all levels.
- To comply with all applicable statutory and regulatory requirements as a minimum.

Ian Russell
Director PAG