



## QUALITY POLICY

ZOT Engineering Ltd is a privately owned company that was founded in 1975. The company has three manufacturing divisions in the United Kingdom. The company focuses on providing manufacturing in small to medium volumes on a fast turn round, Printed Circuit Boards, Precision Sheet Metal Fabrication & Machining and Electromechanical Assemblies for the electronics industry.

We are dedicated to producing quality products and services which continue to satisfy the needs and requirements of our customers and interested parties, and to this end the Quality Policy is reviewed at the Management Review to ensure its continuing suitability and effectiveness, and to ensure it remains appropriate to the purpose, scale, nature and impact of the company's activities, products and services.

Within ZOT Engineering Ltd we are committed to meeting requirements and to continual improvement at all levels and within all functions of the company, and this commitment is consistently achieved through the implementation and maintenance of our Integrated Management System which satisfies all the requirements of ISO 9001(Quality Management System), AS9100 (Aerospace), ISO 13485(Medical Devices), and ISO 14001(Environmental).

We are totally committed to setting and achieving quality standards that are capable of meeting, in all respects, the specified requirements and reasonable expectations of our customers. This is evidenced by documented procedures, objectives and results, and is maintained by a system of Internal Audits, a periodical Management Review, and independent audits by recognized bodies, which may include our customers, themselves.

The company has measurable quality objectives in place, overall quality objectives and objectives for each department. These are reviewed on a regular basis in a systematic manner and at management review meetings.

Quality Objectives will normally be set as a result of the Management Review or actions arising from this policy and will be communicated to the individuals concerned as per the documented procedure in the Quality Manual. Quality objectives will be communicated through the ZOT Engineering Ltd management structure.

All staff are fully aware of the prime importance of ensuring that our manufacturing services consistently continue to satisfy customer requirements as well as any applicable regulatory requirements, as required by ISO 9001(Quality Management Systems), AS9100 (Aerospace), ISO 13485(Medical Devices) and ISO 14001(Environmental), or customer/interested party requirements, or as part of the on-going continual improvement programme.

The company strives at all times to achieve complete customer satisfaction. Customer satisfaction is monitored at regular intervals so that when any shortcomings are identified, attempts can be made to rectify adverse situations arising.

All staff, including new employees are made aware of the Integrated Management System and are expected to implement, maintain and adhere to its requirements. Everyone is encouraged to suggest ways in which the Integrated Management Systems can be improved.

Ultimate responsibility for the Integrated Management System is that of Senior Management, but quality is the responsibility of everyone in the organization. In recognising the importance of the Integrated Management System, the company has appointed a Quality Manager who has the overall responsibility and authority for all matters pertaining to the quality system elements. It is the responsibility of ZOT Engineering Ltd to provide adequate and appropriate resources to implement this policy.

This policy has been defined by the senior management of ZOT Engineering Ltd, and has been communicated, understood and implemented throughout the organization as per the documented procedure in the Integrated Management System.

ZOT Engineering Ltd will review this quality policy statement annually or earlier if a significant change occurs.

Signed:   
Position: Chair  
Date of latest issue: 8/5/2023