



Quality Statement

It is the policy of Elimpus to try and get it right the first time and to strive to exceed customer expectations whenever possible. This is achieved through a strong commitment to service and excellence. Our business systems will conform to the requirements of ISO9001:2008.

The following principles are applied throughout the company:

- Full commitment of all personnel to continuously improve customer service and place customer requirements first.
- Full understanding by all employees, of long term importance of achieving customer satisfaction, by providing a consistently high quality range of services.
- Full commitment of all personnel to active involvement in making improvements through continuous search, design and supply of innovative solutions.
- Full commitment to using environmentally friendly products and promoting the recycling of old materials.
- Strong commitment to individual ongoing personal development.
- An appreciation that consistent excellence in quality can only be achieved by ensuring control at each stage of the process and working as a team.

The Integrated Manual defines the commitments of the company and the complementary Quality Procedures detail the methods that are employed to ensure customer satisfaction.