



**Quality Policy Statement
Strategic Direction
ISO9001:2015
Management System Standards**

Strategic Direction:

Deliver the largest range of premium products, backed by the highest levels of availability supported by exceptional customer service.

Scope and context of the organisation:

Shaftec has been remanufacturing motor components for nearly 40 years. During this time the business has built an excellent reputation by offering quality components with the highest levels of availability in the marketplace.

The success of the business has been built upon in-depth product knowledge and quality combined with comprehensive cataloguing, proactive range development and dedicated technical support. This has resulted in Shaftec becoming the UK's leading supplier of Driveshafts offering the widest range available in Europe.

Scope

Remanufacture and supply of transmission, braking & steering products with the distribution throughout the United Kingdom, Europe and the Rest Of The World.

Policy Statement

The policy commits to:

- Continually improve for efficiency and effectiveness and enhance our quality performance through our management system. This will be achieved through our objectives and targets created to ensure intended outcomes are met.
- Consistently providing products and services that will meet customer and applicable statutory, regulatory and other requirements
- Ensure there is product availability for orders received and despatch the same day to maintain customer requirements.
- Enhance customer satisfaction by utilising techniques for continual improvement to assure conformity to our planned arrangements and the international standard.
- Recycle to the maximum used components to minimise adverse environmental impacts of raw material usage, production and transportation activities.
- Maximise business opportunities whilst identifying risk of internal and external factors.

This policy statement is communicated to all personnel within the organisation and reviewed at regular intervals. All staff are aware of their responsibilities within our management system standards and are committed to its future success. The company supports the appropriate training to ensure the required skills are to the levels expected.

This policy will be available to our external interested parties where appropriate.

SIGNED:

Handwritten signature of Robert Jones in black ink.

Robert Jones
Managing Director

Handwritten signature of Scott Marshall in black ink.

Scott Marshall
Operations Director

Handwritten signature of Tom Curtis in black ink.

Tom Curtis
Sales Director