



## Quality Policy Statement

Hydro International is committed to research, design, development, manufacture and supply, market and where necessary, to install a range of quality specialist products and services for use in the water and allied industries. We will further seek to apply this commitment to other appropriate industries and applications where a perceived opportunity exists or may be developed. This policy underpins the strategic aims and objectives of the Business.

There is a total commitment by the Company to provide those products and services to customer agreed requirements and within specified delivery periods, to achieve **total customer satisfaction**, all in accordance with the requirements of ISO 9001:2000.

The Company is committed to continual improvement with regard to the products and services provided. This commitment also extends to continually improving the effectiveness of the quality management system, thus ensuring that we strive to achieve optimum quality, reliability, service and efficiency.

The Quality Manual shall describe how the Quality System is designed to ensure that all contractual and regulatory requirements are recognised, and that control of these requirements is adequately maintained.

### General Objectives

- 1) A satisfied customer, whether that customer is internal or external.
- 2) A close relationship with customers, leading to a clear understanding of market requirements, and a timely response to fulfil those needs.
- 3) A close working relationship with our suppliers so that they understand our needs and we understand theirs.
- 4) Efficient use of resources through training, planning and good management
- 5) Reduction in non-conformities as a result of good planning and manufacturing practices. The Company procedures are planned around the prevention of defects, and where non-conformities do occur it is our objective to provide a fast, efficient response to correct the non-conformity and prevent recurrence.

Our ability to meet the goals set out in the Policy Statement as detailed above, will be reviewed at the Management Review meeting, and updated if necessary. Specific measurable objectives will be set annually at the Management Review meeting, and reviewed and updated as the objectives develop.

The policy applies to all departments of Hydro International and will be reviewed at least on an annual basis.

Signed:

S Hides: CEO

Policy Date: January 2009

Next Review Date: January 2010

A handwritten signature in black ink, appearing to read "S Hides", is positioned to the right of the text "Signed:". The signature is fluid and cursive.