



AIM Engineering & Fabrication Group Ltd (Trading as AIM Group) aims to ensure that our products / services always meet the needs of our customers in accordance with customer, statutory and regulatory requirements, as well as our policies and procedures.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. AIM Group are responsible for the implementation, maintenance and improvement of our Quality Management System and for achieving and maintaining ISO 9001:2008 certification.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance to the following:

- Quality, specification, and integrity
- Customer satisfaction
- Supplier performance
- Risk minimisation
- Work ethics and best practices

AIM Group has a continuing commitment to:

1. Reviewing the internal and external issues affecting our Quality Management System and the needs and expectations of interested parties
2. Ensuring that our customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
3. Communicating throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
4. Establishing this Quality Policy and our ongoing Quality Objectives
5. Ensuring that Management Reviews not only set but review the quality objectives, and report on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
6. Ensuring the availability of resources

We shall endeavor to comply with all relevant statutory and regulatory requirements, and constantly monitors our quality performance against objectives and implementing improvements when appropriate.

All personnel understand the requirements of this Quality Policy and abide with the requirements of the Quality Management System as defined in this Quality Procedures Manual. This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies are made available to all members of staff and relevant interested parties along with copies of the minutes of Management Reviews, or extracts thereof, in accordance with their role and responsibilities as a means of communicating the effectiveness of our Quality Management System.

This policy is electronically signed by the managing director – 17/01/2023