

Quality Policy

.....Excellence Every Time

Cambridge Precision is fully committed to reviewing & improving the quality of service offered from all parts of our business, to ensure our customer's needs & expectations are fully satisfied. Satisfying our customer with on time delivery and assured quality of manufactured parts and assemblies, form the basis of our objectives, with monitoring and improvement processes established for these key objectives. Every employee has a part to play in ensuring the company procedures are adhered to; only in this way will we earn customer confidence in our ability to meet their requirements'.

Cambridge Precision Objective

The companies aim is to achieve steady growth in our company sales with a selected group of companies that we can develop and move forward together to achieve financial stability for our company. That shared values are flowed to our employees, in an open manner to promote an ever improving commitment in our business.

CPL strongly believes that risk is mitigated by strong planning at the beginning of our process. With a combination of continuous improvement (CI), using key performance indicators (KPI) to reflect performance status, enabling analysis against objectives and targets.

Monthly management meetings are held to review latest status, performance and effectiveness of departments, agreed corrective actions are identified to recover failing performances. The management meeting actions are identified in a matrix style on a rolling basis and recorded on CPL's shared drive. Department meetings are held to flow down actions and drive CI through the company.

Selected monthly performance figures are displayed and maintained on company notice boards and within departments, typically they include, but not restricted to :-

- Overall customer on time delivery results
- Overall customer delivered quality performance
- Customer non-conformance reports status
- Overall supplier on time delivery results (direct product & sub contract processes)
- Overall supplier quality performance (direct and sub contract processes)
- Internal scrap performance



Richard Hobbs
Managing Director

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