



NON-FERROUS METAL WORKS

(SA) (PTY) LTD



QUALITY POLICY

NON-FERROUS METAL (SA) (PTY) LTD, that is 'Casting' and 'Extrusion' is committed to a policy of **Total Quality Management**. In fulfilment of this policy the Company will ensure that products and services are supplied in accordance with the requirements of the customer.

The Company will not accept a contract where customer satisfaction is not possible, for reasons resulting from capacity constraints, and for reasons beyond our normal expertise (such as inadequate specification, unrealistic technical requirements, or unrealistic delivery requirements).

The Company policy is directed towards the following:

- To provide a prospective customer with an assurance, that is to say, a high level of confidence, that products and services supplied to an order, will comply to an agreed specification.
- To ensure that a contract is carried out within the agreed time scale.
- To minimise the risk of failure or faulty performance of any component under specified service conditions for a predetermined period of operation.
- To improve managerial and technical skills and to instil the need for self-control and attention to detail in all personnel conducting the activities of the Company.
- To increase quality consciousness and application in all Company personnel.

MANAGEMENT RESPONSIBILITY AND MANAGEMENT COMMITMENT

We, the CEO & Manufacturing Director of NON-FERROUS METAL WORKS (SA) (PTY) LTD, commit ourselves and all the employees of this Company to a policy of excelling in every aspect of business.

Each individual is responsible for implementing a work ethic which ensures that every part of our collective output is delivered, so that the highest level of quality is attained.

Business Strategy and planning ensures investment in the resources necessary to maintain leadership in our market.

We employ all resources at our disposal to ensure customer's requirements are understood and satisfied.

A formal Management System has been implemented and is maintained to ensure the continued delivery of consistent business processes which meet defined standards.

An integral part of our daily responsibility is to ensure familiarity with the requirements of this system, as well as regular measurement, review and improvement of the way we work.

Customer focus

We shall ensure that the customer's requirements are determined and adequately met with the aim of enhancing customer satisfaction.

QUALITY OBJECTIVES

- A). Be recognised by our customers as delivering the highest level of quality in the products we offer.
- B). Provide a work environment which strives to deliver job satisfaction through every Designation.
- C). To ensure that the quality policy and objectives are continually reviewed, communicated at all levels and understood with the NON-FERROUS METAL WORKS (SA) (PTY) LTD.
- D). Maintaining performance of our processes, products or services with a quality standard.

THE COMPANY HEREBY COMMITS ITSELF THROUGH THE QUALITY MANAGEMENT SYSTEM TO THE CONCEPT OF CONTINUAL IMPROVEMENT.

APPROVED BY:

S.E. LAZARUS
Chief Executive Officer

W.S. WHITING
Manufacturing Director