

	Quality Policy	ISSUE LEVEL: DATE OF ISSUE:	Issue 1 17/12/2020
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Yanco Limited has developed its expertise since its establishment and its aim is to achieve a high standard of quality of products and service to its customers.

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Build a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well.
- Achieve our commitments for quality, cost, and schedule to meet the requirements of our clients, learn from customer feedback, as well as legal and regulatory requirements.
- The company aims to achieve the above by continual development of the management system that complies with the international standard of good practice BS EN ISO 9001.
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer surveys.
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management.

All personnel within the company are responsible for the quality of their work.

By implementing the above policies, we endorse our commitment to carry out our business in the most professional manner and delivering it “Right First Time”.

We will work together to meet these requirements
Remember **T**ogether **E**veryone **A**chieves **M**ore

Signed  Date: 17/12/2020
Glen Smith
Managing Director

Signed  Date: 17/12/2020
Jose Berni
Director of Operations

