

Quality Policy

Instaspace Ltd commits to -

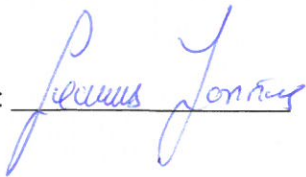
- Provide products and services which meet or exceed customer needs and expectations:
 - Manufacture products which meet or exceed customer specifications.
 - Strive to meet or exceed customer's target values.
 - Monitor customer satisfaction.
- Deliver on-time.
 - Commence on the date agreed with the customer.
 - Monitor on-time delivery performance.
 - Monitor Programme Take corrective action to Stay on programme where required.
- Reduce all costs to the lowest possible level (while maintaining on Quality).
 - Establish Cost Reduction Programs.
 - Monitor the Cost of Quality

To meet our commitment we pledge to:

- Foster a team approach to defect prevention and problem solving.
- Emphasize appropriate training for all employees.
- Recognize each employee's responsibility for quality.
- Empower employees to question processes which appear to produce discrepancies.
- Treat fellow employees as both customers and suppliers.
- Acknowledge employee's self-improvements and contributions to the company.
- Maintain the Quality Department as a partner with Purchasing.
- Exchange expertise with suppliers.
- Use only Selected, Approved, Preferred or Certified suppliers.

- Receive raw materials and outside processed parts only when accompanied by appropriate certifications and inspection documentation.
- Accept only conforming products and services from suppliers.
- Elicit written corrective actions from suppliers.
- Keep the Quality Department independent of, but a partner with, Manufacturing/Construction Departments.
- Reduce waste and inefficiency wherever found.
- Seek out technologies for assuring error-free work.
- Continue to implement statistical approaches to reduce variation.
- Draw on customer's expertise in various areas.
- Strive for complete understanding of our customers' application requirements.
- Provide customers with written corrective actions.
- Earn customer recognition of our quality progress.
- Develop and achieve Quality Improvement Goals.
- Practice good housekeeping.
- Never compromise safety.
- Review and renew this Quality Policy on a regular basis

Signed:



Date

