



KOBO (UK) Ltd
Quality Policy Statement
(Products are manufactured by Köbo GmbH & Co. KG under ISO:9001
Certificate available on request)

It is the policy of KOBO (UK) Ltd to provide the customer with goods and services to the agreed requirement in accordance with the details and price.

The Directors, Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review, with suppliers being encouraged to co-operate. The Company is committed to achieving customer satisfaction by the use of quality procedures which will be operated by all staff.

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.
- Enhance the systematic research and use of best preventive practices at all levels and ensure reliable risk management.
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements and best practices.
- Develop staff competencies, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment.

KOBO (UK) Ltd strives to be the best provider of power transmission and conveying chains in the industry. Through the use of these guiding principles, everyone in KOBO (UK) Ltd is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is 100% customer satisfaction 100% of the time.

The company believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our clients requirements and to produce finished work that we can justifiably be proud of.

KOBO (UK) Ltd aims to achieve the above by implementing a management system that complies with the ethos of 100% quality at all times. It also includes a commitment to meet the requirements of our clients, learn from customers feedback, as well as legal and regulatory requirements. Also to continual development of the system and helping to ensure it remains effective.

Only by providing an outstanding service and product quality will we achieve our aims of long-term success and sustained improvements.

All personnel within the company are responsible for the quality of their work. The company provides training to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our in-house documentation.

The Quality Manager is responsible for monitoring the quality system and reports regularly to other directors on the implementation, status and effectiveness.

The objectives of this company are to maintain the objectives for individual jobs and to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client.