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QUALITY POLICY

It is the policy of the organisation to provide a range of products and services, which meet the requirements of its customers and quality standard parameters, and that programmes are maintained on schedule at the agreed price. All work is to be carried out in a timely manner. Top management is committed to aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested parties.

The Company complies with the International and National Standards ISO 9001:2015; ISO/IEC 80079-34:2020, IECEx OD005 and ATEX quality requirements. Lee-Dickens is committed to ensuring that the appropriate product and its supporting quality system shall comply with the requirements of the IEC Standard, identified in the ExTR and the IECEx Scheme rules, IECEx 02.

Senior management assesses the suitability and effectiveness of the management system by measuring performance against objectives and targets and effectiveness at addressing continual improvement and meeting customer satisfaction. Future goals are then set based on the Company strategy and results of this measurement. Resource needs are reviewed along with the contribution of suppliers and partners.

These objectives are communicated at appropriate levels of the organisation, and the management is responsible for ensuring that they are understood and implemented.

Lee-Dickens is an efficient and quality, cost-conscious organisation. Its size determines that a number of personnel have a dual role to carry out within its many aspects and functions. It is, however, organisation policy that this dual role shall not deter, in any manner, personnel from their prime objective of providing a quality service through an adequately controlled quality management system. The initial function of all management and employees shall be the maintenance of this objective.

Management is ultimately responsible for making balanced judgements, assessing the significance of variations in this sphere and taking decisions. In arriving at such decisions, the quality and personal integrity of staff are of fundamental importance. In this context, all effort is made to ensure that each person in the organisation understands that quality assurance is important to their future, knows how they can assist in the achievement of adequate quality and are stimulated and encouraged to do so.

This policy is approved by the undersigned and is supported by all the levels of management within the organisation. All personnel shall be guided by the contents of the quality management system, and no deviation from the methods and procedures set down shall be permitted.

Signed

Gyles Dickens
Lee-Dickens Ltd
Managing Director

Signed

Edward Turns
Lee-Dickens Ltd
Quality Manager

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