

Scope

The scope of our Quality Management system applies to our sole premises here in Wrexham North Wales supplying customers Internationally. It has been determined after analysing our external and internal issues and considering the requirements of all relevant interested parties. These procedures are reviewed at the yearly management review meeting.

The scope statement as documented on the Registration Certificate covers:-

The design, manufacture and repair of Statimeter load cells and Subcontract machining to customer specifications.

Quality Policy

To communicate our strategic goals and commitment to continual Improvement our Quality policy statement is documented in this manual. It is reviewed annually by senior management to ensure that it remains applicable.

The current policy is documented below. It is also communicated to the work force via the works notice board and at initial induction.

**AEL Flexaulic Ltd through the application of :-
BS EN ISO 9001 : 2015 are committed to ensure conformance to applicable statutory and regulatory requirements and to Continually improve its quality system. Its main objectives being to improve efficiency and profitability by continually reducing non conforming product and reducing lead times so as to satisfy increasing market demands for quality and to address the future expectations and needs of our customers. To achieve this, Performance targets have been set for 2020/21 as follows:-**

98% of deliveries to be on time (Monthly).

95% of deliveries to be on time (Yearly).

A maximum of 4 Customer complaints for the year.