

# TOW MASTER LTD

## QUALITY POLICY

The purpose of the Quality Management System is to ensure that the products and services provided by **Tow Master Ltd** (the **Company**) to customers consistently meet or exceed their expectations. The company operates a system that regularly evaluates its processes and customer needs and has set quantifiable goals with plans in place to ensure that they are improved year on year.

It is the policy of the Company to maintain, on a continual basis, an effectively managed quality system certified to the BS EN ISO 9001:2015 Quality Management System standard. The products and services provided by the Company conform to the procedures and disciplines of the Company and the bespoke needs and expectations of every customer are achieved.

The management of the Company is firmly committed to the documented procedures and control systems of the Company and all employees are involved in the implementation of this **Quality Policy**.

The **Quality Control Manager** is also the **Quality Management Representative** and as such is entrusted with the authority and responsibility for ensuring that the Quality Management System is understood, accepted and implemented throughout the Company.

This **Quality Policy** together with the Company's Quality Management System is in place to ensure that the **Quality Objectives** of the Company are met. The Company continually strives to ensure that the best possible products and services are supplied to all customers in order to meet their requirements as effectively and efficiently as possible.

This **Quality Policy** is approved by the **Managing Director** and reviewed at least once a year at the Management Review and revised as necessary.