

# QUALITY POLICY

Exceeding Customer Expectations

We shall achieve this through:

## Customer Driven

Putting the customer first by providing excellence in service through understanding their requirements and providing high quality, cost effective and on time products and solutions.

## Team Commitment

Supporting, developing and training our team, to empower them to put into practice Sematron's core values and to be experts in meeting our customer's expectations.

## Partner Accountability

Selecting and managing our key partners who ethically supply reliable and innovative products, that fully satisfy our customer's needs, to ensure both parties enjoy profitable growth and gain a competitive edge.

## Continuous Improvement

Constantly improving and developing our business through learning from experience and by investing, designing, communicating and planning all aspects of our business in order to provide outstanding customer service.

## Dependable Practices

Conscientiously protecting our own and our customer's reputation and profitability through compliance to all relevant national and international regulations, control and management of risk, and ensuring efficient financial management.

## Social Responsibility

A sustainable business committed to reducing our environmental impact maintaining a healthy and safe workplace promoting integrity, fairness and respect for others in everything we do.

To support this policy, Milexia UK operate systems, processes and procedures that comply with internationally recognised management standards and applicable regulatory requirements.

The key business metrics are determined by our management team, who support all Milexia UK employees to take responsibility and familiarise themselves with these metrics, and use their best endeavours to meet all objectives. Progress against these targets is reviewed by senior management on a regular basis to ensure they remain appropriate & effective.

John O'Brien  
Managing Director Milexia UK



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ISO 9001:2015

The ISO 9000 family of standards relate to quality management systems and are designed to help organisations ensure they meet the needs of customers and other stakeholders through adopting efficient operations and continual improvement initiatives. Independent confirmation that our organisation meets the requirements of ISO 9001 is obtained from third party certification bodies such as the NQA. Over a million organisations worldwide are independently certified making ISO 9001 one of the most widely used management tools in the world today.