



Value • Quality • Service

Quality Assurance

QUALITY POLICY STATEMENT.

Management and staff at PBR Abrasives Ltd are dedicated to the principle of never ending improvements in product quality, reliability & customer service excellence.

Our principal aim is to always supply to our customer's first-class quality, reliable products with unrivalled levels of customer service that conform exactly to stated, agreed specifications, order requirements and any other underpinning relevant statutory or regulatory requirements.

Our company is underpinned by three words – **VALUE – QUALITY – SERVICE.**

The establishment of our QMS is therefore the foundation to establish a company culture committed to continual improvement.

Our QMS is based on the requirements of BS EN ISO 9001:2015 and the company is fully committed to fulfilling these and other pertinent agreed requirements. The system has been developed to enable full integration of in-house, product, industry best practice and client specific requirements.

Our QMS provides a risk based approach to thinking, managing opportunities and mitigation of risks, including the elimination of product / service quality defects or other potential quality issues at the earliest stage possible. This in turn improves the overall efficiency of the organisation and supports with the achievement of the established quality objectives and customer satisfaction.

Top management will demonstrate leadership and commitment through the implementation of the QMS, including the formulation, monitoring and measurement of quality objectives.

This policy will be communicated to all employees and when requested, stakeholders and or interested parties.

Top management will review this policy and formulate quality objectives during annual management reviews to ensure its integrity, effectiveness and compatibility with the context and strategic direction of the organisation.

Signed:

A handwritten signature in black ink, appearing to be 'J Swinburne', written over a light blue background.

**James Swinburne.
Managing Director.**

Reviewed for effectiveness with no changes during our Management Review 3rd April 2026.