



It is the goal of LDD to provide an unrivalled 'best in class' quality service and/or product in response to the needs of our global customers, and to succeed in the challenges put before us.

In order to achieve this goal:

- LDD is committed to continuous monitoring of its performance and striving for continuous improvement in all aspects of quality, operations and personnel;
- Complying with all legislation and statutory duties, as well as meeting industry and relevant international standards;
- LDD's management recognises that the long term success of the company requires commitment and involvement of all LDD employees & contractors. LDD employees & contractors will be given appropriate information, instruction, supervision and training to enable them to perform all relevant work activities;
- Provide sufficient and suitable resources to ensure conformity of product and services;
- Wherever possible increase productivity through the introduction of new innovation and technology, the methodological use of appropriate procedures and processes will reduce waste and cost; and
- Objectives and targets will be set on an annual basis and progress towards them monitored.

LDD's commitments are the basis upon which we aim to achieve consistent customer satisfaction and performance criteria.

Management shall ensure the primary elements of this policy are implemented throughout the Company.

This policy will be regularly monitored to ensure that objectives are achieved. It will be reviewed and if necessary, revised in light of organisational changes or changes to applicable standards and legislation.

Signed by: Andy Seager on behalf of LDD Ltd

Date:

10/8/18

Andy Seager
Managing Director

Document reference:	POQA01	Revision No.:	10
Technical owner:	Colin Gibson	Revision Date:	August 2018