



NL Williams

Quality Policy

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1	Jonathan Ball	30/08/2023	Update – Signed Version	JB



Statement

NL Williams Group places high emphasis on and is committed to improving its processes, products, and services to exceed the requirements of our clients.

As part of our mission, NL Williams Group adopts principles of "Process Management", and aims to: consistently build a culture of continuous improvement within the Company with the aim of:

- Providing high-quality products and services to fully satisfy customer requirements.
- Continually adding value to the processes, products and services offered.
- Delivering correct, defect-free products and services to our clients on time and within budget.
- Provide the personnel, organisation, and resources to assure the quality of all products produced and all services offered.
- Establishing, monitoring, and reviewing specific objectives and targets.
- Nurturing the development of a high calibre, committed highly motivated, client-focused workforce.
- Achieving excellent levels of client satisfaction, comparable to or better than our competitors.

NL Williams Group has a policy of continuous improvement, to ensure higher levels of Client service, to continue to enhance our quality levels, and to satisfy our client's contract specifications in all respects.

This system is defined in our Quality Manual and its supporting documentation and endorses the commitment the Company must ensure the quality of its products and services to clients.

We strongly believe our clients deserve the highest quality products and services and we are driven by quality improvement throughout all our design, manufacturing, and delivery processes. Since our very first days of operation, we have focused on quality as one of our core corporate objectives.

NL Williams Group is working towards ISO 9001: 2015 Quality Management System registration.

Managing Director
NL Williams Group Limited
30th August 2024