



QUALITY STATEMENT

This Policy represents the framework for planning and improving the QMS, including the quality objectives below.

Everyone is responsible for quality within the company, and they are required to strive to achieve the highest possible standard.

L&N Scotland are committed to:

1. React and adapt continually to meet our customers' needs.
2. Enhance our working practices, personnel and product range.
3. Provide customers with the highest quality products and services.
4. Reduce risk, maintaining close relationships with our customers and suppliers.
5. Exceed our customers' expectations wherever possible.
6. Continually improve our quality management system (ISO 9001 & 3834-2) and satisfy any other applicable requirements.

QUALITY OBJECTIVES

The company's main objectives are categorised as follows:

Quality

1. Continually improve our QMS to achieve all quality requirements specified.
2. Address issues that arise in a timely and professional manner.
3. Ensure each product has accurate certification.

Business

1. Ensure our workforce has the necessary competence and facilities.
2. Work closely with our customers and suppliers, to reduce cost and minimise risk.
3. Improve our processes and utilise our experience to further expand our capabilities.

Customer

1. Continually enhance service and relations with our customers.
2. Strive to exceed our customers' requirements at all times.
3. Accuracy of supply and on-time delivery is critical to achieving our objectives.

For and on behalf of L&N (Scotland) Ltd

Sign:

C. Finnie

Print:

Craig Finnie (Managing Director)