

# Quality Policy

Our Quality Policy is defined and strongly driven by the following management principles and behaviours:

- Committed to satisfying all applicable Quality Management System related requirements.
- Build a mutually profitable relationship with our customers, ensuring their long-term success through the understanding of their needs and expectations, providing engineered value for money solutions, reliability, customer service and worldwide technical support.
- Achieve our commitments for quality, cost, and on-time delivery performance.
- Enhance product performance and identify cost reduction initiatives through systematic research, development, design, and testing. Secure sustainable learning by thoroughly reflecting on our experiences and updating processes accordingly.
- Drive continual improvement based upon efficient business processes, well defined smart measurements, best practices, and customer satisfaction measures.
- Promote the importance of our core values and key focus of enhancing customer satisfaction through customer focus, high quality product and innovation.
- Develop staff competencies, creativity, empowerment, and accountability through development programs and demonstrate strong leadership involvement and commitment.
- Evaluate, select, and monitor the performance of external providers, establish long term beneficial partnerships as the reliability of their products and services is essential for our ability to achieve our objectives.
- Assess and manage risks that impact our ability to meet our customers and interested parties needs.
- Promote the importance of product safety, ethical behaviour, and personal and collective responsibility of doing the right thing, minimizing nonvalue added activities and building quality into our work.

We strive to be the world leading machinery supplier for all our markets. Using these guiding principles, everyone in our organisation is accountable for conforming to our QMS requirements and fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class solutions and services. Our goal is to achieve 100% customer satisfaction 100% of the time.

This Quality Policy and objectives are maintained as documented information and routinely reviewed at Management Review.

It is the responsibility of our directors and management team to ensure the communication, understanding and implementation of this policy to every employee, persons working for and on-behalf of the company and external providers. This policy is available to other relevant interested parties via the organisations website.

Andrew Glanville  
Managing Director  
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**Ridgway**  
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