

TITLE Quality Policy Statement 9001:2015				
REFERENCE PP Policy 03 Rev 9	PREPARED BY Sue Alsop	APPROVED BY Andrew Golding	DATE ISSUED 04 June 2018	PAGE 1 OF 1

Pioneer Pump hire, manufacture, service, supply, install and design, pumps and ancillary pumping equipment. The company can advise customers on best pumping solutions. Quality is a key element to our company wide operations.

Pioneer Pump has a range of over 200 pump models in a variety of materials and configurations and are committed to providing superior quality products and services that meet applicable regulatory, statutory, and the highest customer service requirements by adhering to a quality management system that benefits our customers, employees and shareholders.

Pioneer Pump is committed to continual improvement and to satisfying all its customer's requirements. To do this we must:

Value our Customers through open communication, timely responses and continual improvement, whilst maintaining a consistent quality manufactured product.

Appreciate and foster an environment of trust, integrity, challenge and reward that attracts and retains the best employees in all positions throughout the company. Through front line input and management leadership, we will continue to improve our people and processes to anticipate, meet and exceed the needs of our customers.

Leverage efficient technology applied to all business processes in order to maintain a competitive advantage.

Understand that our ultimate purpose is customer satisfaction.

Ensure that our Quality Management System serves our customers' needs. Our quarterly Operational Managers Meetings provide a framework for establishing and reviewing Quality Objectives.

The Pioneer Pump Quality Management system will be implemented in accordance with ISO 9001:2015 Standards.

This Quality Policy Statement is reviewed annually and communicated to all employees. It is also available to all interested parties upon request.

Signed: 

Andrew Golding – Managing Director

Date: - ...4 June 2018