

## Quality Policy

Spaans Babcock Ltd aim to be the UK leading supplier of equipment and services into the water and waste water industries for treatment and or power generation this will be achieved by:

- Understanding our customers' needs and expectations and meeting or exceeding them on time every time thereby ensuring their satisfaction.
- Effective training of management and staff that provides them with the skills, empowerment and customer focus necessary to enable their abilities to contribute to the continuing benefit of the organisation.
- Establishing meaningful business objectives through the analysis of data and communicating them to all employees.
- Continually improving the effectiveness of our business processes in accordance with ISO 9001 Quality Management Systems while also complying with Health & Safety and Environmental legislation.
- Developing mutually beneficial supplier partnerships by obtaining defect free materials on time, every time, which enhances the ability of both to create value.

We are committed to providing our customers with quality products and services that are fit for purpose and benefit all stakeholders by the creation of value and increased business stability.



May 2009

Neil Hindle  
Engineering Director