



CHROME ENGINEERING QUALITY POLICY

What We Do

Chrome Engineering provides a comprehensive range of leading edge commercial and industrial applications in the fields of:

- a. Zinc Plating,
- b. Brush Plating,
- c. Sulfamate Nickel Plating, and
- d. Hard Chrome Plating.

Quality Objectives

Chrome Engineering Quality objectives are to:

- a. ensure that Chrome Engineering plating works and services are in accordance with Chrome Engineering quality standards and specifications or as otherwise specified by the customer;
- b. meet our contractual obligations with a view to achieving customer satisfaction, reputation enhancement and repeat business/sales through effective application of the Company Quality Management System (QMS);
- c. ensure that personnel have the appropriate licences and competencies to perform their assigned tasks and functions to the required standard;
- d. allocate resources to facilitate the delivery of quality Chrome Engineering plating repairs;
- e. implement and maintain an AS/NZS ISO 9001:2015 Quality Management System;
- f. ensure that all Chrome Engineering personnel are familiar with and compliant with Quality Management System (QMS) policies, processes, procedures;
- g. ensure that Management and staff are kept abreast of changes in relevant standards, legislation and industry requirements; and
- h. audit the Quality System, review our performance and assess feedback from customers, with a view to continual improvement.

Commitment

Chrome Engineering's Managing Director and Management are committed to maintaining consistent high standards of quality Chrome Engineering plating services to customers and is committed to continual improvement and meeting the requirements and of the Quality Management System through the pursuit of our Quality Objectives.

The Managing Director is committed to the communication, enthusiastic promotion and implementation of this policy. All staff are encouraged to strive to achieve quality outcomes in accordance with this policy.

Richard Lihou
Managing Director

23 September 2016