

## Communication & Awareness about the latest ISO 9001 Quality Management Standard

ISO 9001 is a standard that sets out the requirements for a quality management system. It helps businesses and organisations to be more efficient and improve customer satisfaction. It is also very important that Meltog Limited maintains its certification to this standard, as it is a requirement for many of our customers.

Our Quality Management System satisfies the requirements of the latest ISO 9001:2015 Standard.

As part of the requirements we are making you aware of the following key points:

- Our Quality Policy has been updated and is displayed on various notice boards and other areas in the company:
- The Meltog Management Team has set Objectives & Targets for the coming year aimed at continually improving the effectiveness of the Quality Management System. These Objectives & Targets are also displayed on notice boards in the company:
- The new standard requires greater **Process Efficiency** and our main process stages are constantly under review. The main process map is displayed for your information and input.
- Non-conformances are raised when issues and incidents occur and regularly reviewed for corrective & preventative actions during monthly quality meetings along with assessing risks and opportunities.
- The implications of not conforming to the quality management system could have a detrimental effect on customer satisfaction as well as Meltog's ongoing certification status.
- It is in the interest of everyone to ensure that any non-conformances are managed effectively so that corrective and preventative actions reduce, and hopefully eliminate, the same incidents from reoccurring.

Everyone's continued support and contribution to improving the on-going efficiency and effectiveness of the company's quality management system is greatly appreciated.

Signed .....  .....

Date...10/7/19.....