

QUALITY POLICY

Central Birmingham Springs Ltd aims to deliver high quality services and products to our customers and places particular emphasis on the safety, reliability and quality of the products we supply.

Our primary aim is to fully conform to our customer's requirements pursuing continuous improvement to provide reliable products and services efficient, manufactured in compliance with current regulations and capable of satisfying the customer's needs, which will in turn ensure the future growth and prosperity of the Company. We will measure our performance from the set business objectives in meeting customer needs and work with them to promote improvement of our services and products that we provide.

To ensure this, Central Birmingham Springs Ltd relies on its core competencies:

1. Ensuring product quality is achieved through:
 - a. Expertise of the personnel engaged.
 - b. Well-established experience gained over years of operation.
2. Providing meticulous attention to the requirements and desires of individual customers, especially in a market where products are becoming increasingly specialized.
3. Demonstrating capability and diligence in managing emergencies and delivering top-notch customer service.
4. Cultivating a relationship of trust and cooperation with its suppliers.

We will maintain a competitive edge over our rivals by remaining receptive and adaptable to changing customer needs, whilst remaining steadfast within a culture synonymous with continual improvement. In order to achieve this objective Central (Birmingham) Springs Ltd will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001.

CENTRAL BRIMINGHAM SPRINGS LTD

Director

A handwritten signature in black ink, appearing to read 'A. R. M. W.', with a flourish at the end.

CENTRAL BRIMINGHAM SPRINGS LTD.

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