

# Lapp Limited Quality Policy

## Our statement

**Lapp Limited is committed to providing its customers with products that fully comply with the contractually agreed product specification, price and lead-time.  
"Right Goods, Right Place, Right Time"**

Lapp Limited's quality policy is to achieve sustained, profitable growth by providing products and services which consistently satisfy the needs and expectations of its customers in line with our quality statement above.

Being family owned, the Lapp family take great importance in ensuring its subsidiaries take care and attention in all activities and provide us clear guidance with our own Lapp family values.

We believe by working closely with our suppliers, we offer a clear range of products to market which enhance our product offering and support the UK market with assured off the shelf products customers require to get their job done.

This level of quality is achieved through adoption of a system of procedures that reflect the competence of the Company to existing customers, potential customers, and independent auditing authorities.

Our highly trained staff ensures clear understanding of those expectations and carry out their duties in line with our internal procedures to efficiently deal with inquires, quotations, orders and delivery's.

By choosing Lapp, our customers know they have a partner which cares for their reputation as much as our own

The objectives of the Quality Assurance System are:

- a) To maintain an effective Quality Assurance System complying with International Standard ISO9001 (Quality Systems).
- b) To maintain a standard of quality recognized by the board of Lapp Group through Group driven quality audits to Lapp's own exacting standards
- c) To achieve and maintain a level of quality which enhances the Company's reputation with customers.
- d) To ensure compliance with relevant statutory and safety requirements as supported by our external consultant.
- e) To endeavor, at all times, to maximize customer satisfaction with the products and services provided by Lapp Limited.

Reviewed  
December  
2021



Lapp Ltd  
Management  
Team