

# QUALITY POLICY

## 1. Scope

The Quality Policy applies to the following organisations;

- Niterrra UK Ltd.

## 2. Purpose

To provide information on Niterrra UK Ltd's Quality Policy.

## 3. General Information

It is the policy of Niterrra UK Ltd. to focus on customers' needs; our processes are built around a business model that begins and ends with our customers.

It is the mission of Niterrra UK Ltd. to provide a quality service, product, and expertise to our customers, to ensure we are the world leader in our fields of operation. Targets and objectives are set on an annual basis by Top Management, with the overall objective to ensure that we achieve 100% customer satisfaction; progress is tracked on a regular basis at senior management and departmental level.

In the pursuit of our quality aims, Niterrra UK Ltd. strives to create a working environment that enables all its employees to contribute to the continuous and meaningful improvement of the ISO9001:2015 QMS framework through competent and effective communication.

Additionally, as part of our global accreditation we also adhere to ISO/TS 16949:2009 - the International Quality Management Standard specifically written by the Automotive Industry.

As Niterrra UK Ltd. acts as the 'distribution' site within the subsidiary chain, we use this standard to improve and assure the quality and integrity of supplies to the industry. The introduction of ISO/TS 16949:2009 has resulted, and will continue to result, in substantial improvements in all aspects of quality, delivery and overall efficiency throughout the supply chain.

ISO9001:2015 and ISO/TS 16949:2009 standards, are part of Niterrra UK Ltd.'s commitment to quality and add real value to parts supplied.



M Wowczyna  
 Managing Director  
 28/3/23

### 3.1. RASIC

Responsible	Accountable	Supporting	Informed	Consulted
QEHS	Director	-	Local entity	Compliance

### 3.2. Related policies and procedures

Please list all related policies and procedures

Related documents
N/A

### 3.3. Version History

Version	Date	Author	Changes
1.0	28/03/2023	Claire Lowther	Major review and updated to Niterrra template