

# Quality Policy



The Holmbury Group is a family run hydraulics company with our head office located in Tonbridge, United Kingdom and our US subsidiary Holmbury Inc located in Eastlake, OH. We are a globally recognised provider of fluid power products, specifically hydraulic quick release couplings and ball valves. Holmbury's products are known for their high quality and reliability and are the preferred solution for many major construction equipment and agricultural Original Equipment Manufacturers.

Our Quality Management System is consistent with ISO 9001:2015. Its purpose is to:

- Ensure we act on the feedback from our clients and others that we engage with
- Continually improve the services we provide
- Remain compliant to all legislative & regulatory requirements
- Ensure that those we engage with have a positive experience.

We do this by always looking for opportunities to improve then setting SMART objectives to maximise our strengths and minimise risk.

We all have a responsibility to ensure that our clients receive a quality service and always demonstrate a high level of competence. The Company's services and systems are designed, engineered and managed to exceed our clients' expectations through the simplest and most cost effective means possible.

We are committed to a training policy that ensures all personnel have the necessary competence and training to perform their duties. Our Quality Policy is communicated to all staff within the Company.

Senior Management will investigate any quality problems and ensure that corrective action and/or preventative action is implemented as soon as possible. Senior Management shall also ensure customer requirements are determined and met, therefore enhancing customer satisfaction.

All the components that together make up our Management System are regularly reviewed to ensure they are appropriate, understood and most of all the system continually improves and we exceed our customers' expectations.

This policy is reviewed annually to ensure continued suitability and to ensure it is in line with our strategic direction.

James French  
Managing Director – Holmbury Ltd

A handwritten signature in black ink, appearing to read 'J French', with a stylized flourish at the end.

23.02.2023