

# TAMURA EUROPE LIMITED QUALITY MANAGEMENT SYSTEM



Doc. Title: **QUALITY POLICY**  
Doc. Type: **N/A**  
Doc. Reference: **QS5366 Issue 00**

Tamura-Europe Limited (TEU) strive to maintain and improve upon a high level of customer recognition and “total satisfaction”, by always being aware of the needs and requirements of the market and our customers, and by providing the best products and services.

‘Total Customer satisfaction’ means “Customer First, and never fail the customer” by meeting their requirements without error, on time, every time.

TEU’s quality management system is organised to comply with the requirements of ISO9001:2015.

TEU works to a structured Business Plan, targets and objectives, which includes ongoing customer care, so as to ensure customer satisfaction.

It is a management responsibility to ensure that the above policies are understood, implemented and maintained at all levels within TEU.

## Principles from Tamura Corporation of Japan

*Deliver value that satisfies the customer.*

*Roll out activities from the customer’s perspective.*

*We will work to earn greater customer trust, increase customer satisfaction and contribute to society by developing a quality management system, maintaining and improving its effectiveness through ongoing management reviews and delivering high-quality products and services that will be valued by the world.*



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## REVISION HISTORY

Issue	Section	Change Detail	Date
00	All	First issue	30/11/2021