



**DORMOR MACHINE**  
**& ENGINEERING CO. LTD**  
Precision Engineering Solutions

## Quality Policy

Dormor Machine & Engineering's objective is customer satisfaction. We are committed to provide quality machining and engineering to customer specifications, industry standards and on time delivery.

To achieve this, we develop our management processes to continually improve our service by implementing the following;

- Key performance indicators (KPI's) are regularly reviewed by the management team to identify areas for continuous improvement. Actions identified are added to our risk/opportunities register which is reviewed regularly by the management and administration teams on a plan, do, check, act basis.
- We identify our key stakeholders and evaluate the quality standards of our suppliers and sub-contractors.
- Our employees are supported through training, mentoring and performance management.
- Invest in research & development and new technology.

The management team is dedicated to ensuring customer's needs and expectations are met by striving to achieve a supportive and progressive company environment.

Helen Cameron-Clarke

Director