



**Entertainment Technology**  
Audio | Lighting | Staging | Power | Comms | Pyro

3 Harbour Industrial Estate, Embankment Road  
Bembridge, Isle of Wight PO35 5NR

Tel: 01983 SPYDER  
01983 779337

Fax: 01983 779347

Website: [www.spyderuk.com](http://www.spyderuk.com)

## **SPYDER UK LTD**

### **Quality Management Policy**

Quality is a basic business principle for Spyder UK Ltd, and is the responsibility of each and every employee and subcontractor.

We are committed to quality and to the processes, measurement and continuous improvement which are the foundations of quality management.

Quality means:

- providing our internal and external customers with innovative services and products that meet or exceed their expectations.
- timely delivery of materials and services which are of a consistent quality and in compliance with customer specification / contract requirements.
- compliance with relevant regulatory and statutory industrial standards.
- minimal waste, and the handling of any waste produced in accordance with legislation and the company's environmental policy.

Through customer feedback and ongoing reviews of policies and procedures, we will identify issues surround the quality of any of our products and services and undertake suitable corrective action to improve the effectiveness of the Management System.

Revision 1.2 // 1<sup>st</sup> August 2010