

Quality Policy Statement & Scope

Having considered the external and internal issues, the needs and expectations of clients, interested parties and the products and services of the organisation Logitech Ltd designs, develops, manufactures and sells:-

- Lapping, polishing, sawing machines and ancillary equipment for the production of geological thin sections.
- Material shaping and surface technology.

We are fully committed to high Quality Management and believe this has been integral to the success of our organisation.

Our services are aligned to our company values and our determination to keep our commitment to our customers, interested parties and stakeholders.

We will assess the needs of staff at all levels and will meet those needs in order to increase effectiveness and stakeholder involvement.

All employees are inducted and issued with a company approved set of procedures and standards to ensure that they are aware of what is required of them and we ensure they work to our standards of customer service required by the company.

Logitech expects any work carried out by our approved sub-contractors maintain equal high standards of service and delivery. From time to time we will carry out compliance assurance inspections on our sub-contractors to ensure that such standards are maintained.

Logitech is committed to:

- Ensuring that our Quality Management System provides a framework for the control and management of our activities for Quality. It also facilitates the strategic objectives for the company.
- Maintaining our reputation for integrity and honesty and ensuring that this is practiced throughout the organisation in everything we do.
- Maintaining a standard of excellence in the operation of business.
- Producing a Quality service which satisfies, and where possible exceeds, customer expectations
- Forging partnerships with our customers, suppliers and stakeholders to ensure optimum business and operational performance. We also ensure that our stakeholders and suppliers that may be used in the delivery of our services also comply with our Quality philosophy and company policies.
- Providing sufficient equipment and resources to ensure that the organisation can operate to the documented Management System. The



- Logitech management system conforms to the requirements of BS EN ISO 9001:2015, the International Standard for Quality Management Systems.
- Senior Management ensuring that the Quality Policy is effectively communicated and understood at all levels of the business to include sub-contractors.
- Ensuring that all company policies & procedures have the full support of senior management.
- Monitoring performance in all aspects, including customer feedback, in order to measure business performance and customer satisfaction with a view to continual improvement.
- Reviewing our Quality Policy to ensure that it remains relevant and effective to the changing needs of our society, business and customers.

All clause requirements of ISO9001:2015 are applicable. This scope applies to all activities, processes and services of Logitech Ltd, Old Kilpatrick, Glasgow. Our management system underpins the Company strategy for sustainability and growth and underpins our commitment to:

- Compliance to the International Quality standards BS EN ISO9001:2015.
- Manage and control our activities for Quality Management.
- Drive continual improvement throughout all levels and areas of the business.
- Establish, manage and review strategic objectives for the company.
- Provide a framework for suitable & sufficient risk management.



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S Slack
Engineering & Manufacturing Director

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