



RAM PUMPS
Meeting The Toughest Challenges

Quality Policy Statement

Ram Pumps Ltd is a pre-eminent manufacturer of positive displacement reciprocating process pumps.

We succeed as a company because we are dedicated to producing a range of quality products and services, which continue to satisfy our own exacting standards and the statutory requirements of our customers.

We work as a Total Team with our customers, suppliers, and employees to meet the requirements established by our customers.

We deliver quality products and provide exceptional service as exhibited by on time deliveries and prompt responses to correspondence, and provide on-going product support to our customers with repair and spares services, and technical consulting.

We are committed to profitable growth through our commitment to the continual improvement of our products, processes and employees skills.

We are totally committed to meeting the Quality Management System requirements, and to Continual Improvement at all levels and within all functions of the company. This commitment is consistently achieved through the implementation and maintenance of our Quality Management System, which satisfies the requirement of ISO 9001: 2008, the E.C Pressure Equipment Directive (97/23/EC-May 97) and any relevant legal, corporate, customer or other obligations to which the customer subscribes.

This commitment is evidenced by documented procedures, objectives and results, and is maintained by a system of internal audits, annual reviews and independent audits by customers and recognised bodies.

Quality Objectives will normally be set as a result of the Management Review or actions arising from this policy, and communicated to the individuals concerned as per the documented procedure in the Quality Manual. Corporate quality objectives will be communicated through the Ram Pumps Ltd management structure with specific quality objectives assigned through the results of internal audits, changes in applicable legislation or customer / interested party requirements, or as part of the ongoing continual improvement programme. All quality objectives are documented and reviewed. Current overall quality objectives include reduction of customer complaints, reduction of defects, introduction of quality awareness initiatives and extended auditor training.

Our procedures ensure compliance with all requirements to which the company subscribes. It is a mandatory condition of employment that all employees follow the appropriate procedures at all times and failure to comply will result in non-conformance action being taken.



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Our Quality Policy is continually reviewed at the Management Reviews to ensure its continuing suitability and effectiveness, and to ensure it remains appropriate to the purpose, scale, nature and impact of the company's activities, products and services.

The development, training and awareness of personnel are a major factor in the understanding, implementation and maintenance of the system.

Ultimate responsibility for the Quality Management System is that of the General Manager, but quality is the responsibility of every one in Ram Pumps Ltd. In recognising the importance of the Quality Management System the company has appointed a Management Representative (Quality Manager), who has the responsibility and authority for all matters pertaining to the system elements, and it is the responsibility of Ram Pumps Ltd to provide adequate and appropriate resources to implement this policy.

This policy has been defined by senior management of Ram Pumps Ltd with the endorsement and has been communicated, understood and implemented throughout the organisation as documented in the Quality Management System.

Denise Attrell

A stylized, cursive handwritten signature in blue ink.

General Manager

Carl Swann

A handwritten signature in blue ink, appearing as a series of loops and a long horizontal stroke.

Technical Sales & Engineering Manager