

Quality Assurance Policy

At Southcott, we are committed to delivering technically superior products and services to all our customers. Quality is embedded into all our activities of design, manufacture, distribution, sale, installation and servicing of hydraulic components, systems, fluid connectors and hose assembly tools.

Southcott's reputation for quality, expertise and service has been developed since 1886, and is underpinned by our focus on:

- Prioritising partnerships and sustainable relationships.
- Promoting and driving innovation.
- Adapting to market requirements in a commercially responsible manner.

Southcott's quality culture drives continuous improvement through our ISO 9001:2015 Quality Management System by:

- Investing in our people to ensure they have the best opportunity to achieve success.
- Developing simple, safe and efficient processes to understand and meet customer needs and regulatory requirements.
- Setting Quality objectives and regularly monitoring their achievement
- Using data to measure our performance and to direct focus within the business.
- Building feedback into the way we work, from customers and colleagues, to identify further improvement opportunities.
- Providing tools to enable our people to perform and focus on their key activities, provide visibility to the business & drive efficiency for a superior customer experience.
- Simplifying & optimising our processes, focusing on the safety of our colleagues and the outcome to our customers.
- Structuring our organisation to align to our customer's needs and to deliver the best experience for our customers.

The Southcott's Board of Directors and Executive Management will ensure that appropriate resources and focus are given to ensure that quality is not compromised and that it satisfies applicable industry standards, regulations and compliance requirements.

We believe that every employee has a role to play to contribute to the quality excellence of our company, and that our focus on understanding, meeting and adapting to customer needs will enable our continued success.