



SUZUKI GB PLC

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Quality Policy

Suzuki GB PLC is committed to the concept of quality management and has implemented systems designed to continually maintain, review and improve organisation structure and procedures to ensure that current and future customer needs and expectations are met in full by the use of professional skills and care of the appropriate standard.

All Directors and Managers recognise the need for a comprehensive quality management system to assure the import and supply of quality products at an economic level which conform to the specified requirements of the company, its customers, interested parties, relevant standards and regulations and the requirements of ISO 9001.

Quality places particular emphasis on:

- Fitness for Purpose
- Safety and Reliability of Products
- Satisfactory Levels of Service.

Product quality and service standards are maintained by an active programme for defect prevention and quality improvement.

This quality system has the full approval, involvement and support of the Directors and Managers. All members of staff are aware of it, understand their personal responsibilities and are encouraged by Directors and Managers to participate in its regular review and assessment to ensure its continuing successful application and improvement.

The Directors review this policy for continuing suitability, are fully involved in its development and implementation and set measurable annual quality objectives, fitting the companies' changing context. These objectives are regularly reviewed and reported against at Top Management business update meetings.

A handwritten signature in black ink, appearing to be 'Nobuo Suyama', written in a cursive style.

Suyama, Nobuo

Managing Director Automobile and Corporate Operations, Executive