

## POLICY QUALITY

We are committed to fulfil our customers' expectations in all aspects of our business.

For more than 75 years Cerulean has been synonymous with the supply of precision test and measurement equipment solutions. With continued release of new devices, Cerulean is committed to delivering the solutions that our customers require, investing a significant proportion of its revenue on in-house research and product development. This commitment demonstrates the Cerulean philosophy of innovation and continuous improvement.

Fulfilling or exceeding our customers' expectations and applicable regulatory requirements on the delivery of our products, solutions and services for the design and manufacture of control instrumentation and packaging machinery for the Food, Pharma and Tobacco industries is an essential element at Cerulean. By doing this we are aiming to enhance customer satisfaction and generate value for the company.

Cerulean applies a lean six sigma approach in all processes, as it is an essential part of the continual improvement process aiming to be our customers preferred partner.

We create mutually beneficial contractor relationships aiming for long-term sustainable values for both Cerulean and our external partners and suppliers.

Our Quality Management System (QMS) is set up for providing good conditions for our employees and fostering good quality work in our daily operations.

Our policy is based on:

- Our values
- Our quality management system (QMS)
- Lean six sigma (LSS)
- Continuous Improvement
- Our key performance indicators
- Risk based thinking

Cerulean has been certified to ISO 9001 for over 20 years, with ISO 9001:2015 certificate FM 724790, and also has ISO 17025 calibration facilities.

Cerulean is committed to this policy and will provide leadership, processes, resources and training to support it. The QMS is subject to improvements on a continual basis



Steve Frankham  
Managing Director  
MRPD Ltd T/A Cerulean

