

## Quality Policy 2024

Electronic Manufacturing Solutions Limited (EMS) are a UK based Contract Electronic Manufacturer (CEM) supplying prototype to large volume PCBA (Printed Circuit Board Assembly), Cable Assembly, Box Build and Turnkey assembly. EMS also provides Design support for new and existing products.

EMS are a company focused on continuous improvement and are committed to delivering quality long-term partnerships not just products.

### Commitment to Quality

Quality is integral to all our processes; we believe that it is critical to the success of our business. The key elements of our approach to Quality are based on the following Quality Principles:

#### Customer Focus

We depend on our customers and are committed to supplying them with a high-quality service that conforms to their requirements. Our aim is always to meet or exceed our customers' expectations.

#### Leadership

The Management Team are committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We provide an internal environment in which our people are fully involved in achieving our strategic and quality objectives. We are committed to maintaining the effectiveness of our quality systems through regular reviews and monitoring.

#### Engagement of People

We recruit & retain highly motivated, competent people. Our people are our most important resource. We encourage their full involvement to develop their abilities for the benefit of the individual and the company. This policy is communicated via our website and via company, QMS, and internal communications.

#### Process Approach

We manage our activities and associated resources as a series of planned processes to produce the right assembly, at the right time with minimum wastage, while seeking to maximise efficiency. Our individual processes are structured into a documented Quality Management System, referred to internally as the Business Management System (BMS), which meets the requirements of both BS EN ISO 9001:2015 & BS EN ISO 13485:2016.

#### Improvement

We are committed to the continuous improvement of the products and services that we provide and to the effectiveness of our Business Management System. We set clear quality objectives and monitor our progress towards their successful achievement.

#### Evidence Based Decision Making

We regularly measure our performance on key activities and use the data collected to make informed and effective decisions on how to improve our processes.

#### Relationship Management

An organisation and its clients, suppliers and collaborative business partners are interdependent. We seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services, and increased efficiency.

#### Certification

Our BMS is externally audited and has been certified as meeting the requirements of BS EN ISO 9001:2015 & BS EN ISO 13485:2016 for Quality Management Systems.

Jonathan Plummer



Managing Director  
8<sup>th</sup> November 2023