

## Quality Policy

It is the policy of NGK Spark Plugs (UK) Ltd to focus on customers' needs; our processes are built around a business model that begins and ends with our customers.

It is the mission of NGK Spark Plugs (UK) Ltd to provide a quality service, product, and expertise to our customers, to ensure we are the world leader in our fields of operation. Targets and objectives are set on an annual basis by Top Management, with the overall objective to ensure that we achieve 100% customer satisfaction; progress is tracked on a regular basis at senior management and departmental level.

In the pursuit of our quality aims, NGK Spark Plugs (UK) Ltd strives to create a working environment that enables all its employees to contribute to the continuous and meaningful improvement of the ISO9001:2015 QMS framework through competent and effective communication.

Additionally, as part of our global accreditation we also adhere to ISO/TS 16949:2009 - the International Quality Management Standard specifically written by the Automotive Industry. As NGK Spark Plugs (UK) Ltd acts as the 'distribution' site within the subsidiary chain, we use this standard to improve and assure the quality and integrity of supplies to the industry. The introduction of ISO/TS 16949:2009 has resulted, and will continue to result, in substantial improvements in all aspects of quality, delivery and overall efficiency throughout the supply chain.

ISO9001:2015 and ISO/TS 16949:2009 standards, are part of NGK Spark Plugs (UK) Ltd's commitment to quality and add real value to parts supplied to the automotive industry.



M Wowczynna  
Managing Director  
25<sup>th</sup> June 2021

Ref	Owner	Approved by	Approval Date	Page
P12.11.09	C Lowther	M Wowczynna	25/06/2021	1 of 1