



Quality Policy

Quality Statement:

Founded in **1870**, David Ritchie (Implements) has grown from supplying the agricultural industry to becoming a **global provider** of high-quality products and services. Our **Integrated Management System (IMS)** is certified to **BS EN ISO 9001:2015** and covers the **design, manufacture and refurbishment of fabricated products** in ferrous and non-ferrous materials, and the **assembly and testing of pressurised fluid equipment** for UK and international markets.

Our Commitment

We are committed to:

- **Meeting all applicable requirements**, ensuring customer, statutory and regulatory needs are identified, understood, and consistently satisfied.
- **Continually improving** the IMS by addressing risks and opportunities that affect product conformity, service delivery, and customer satisfaction.
- Maintaining a strong **customer-focused culture** throughout our operations.

Management Responsibilities

To achieve this, Ritchie shall:

- **Take accountability** for the performance and effectiveness of the IMS.
- Establish and maintain the **Quality Policy** and **Quality Objectives**, aligned with our strategic direction and organisational context.
- Ensure objectives are **measurable, monitored, communicated and regularly reviewed** to support customer satisfaction.
- Promote the **process approach** and apply **risk-based thinking** in all areas of the business.
- Provide suitable **resources, training, competence, and support** for effective IMS operation.
- Communicate the **importance of quality**, customer satisfaction, and regulatory compliance.
- Ensure the IMS **achieves its intended results** and drives consistent delivery of compliant products and services.
- **Engage, direct and support employees** to contribute to IMS effectiveness.
- Promote a culture of **continuous improvement** across the organisation.
- Encourage leadership at all levels and maintain effective **partnerships with suppliers** and interested parties.

Communication and Implementation

This policy is:

- **Communicated, understood and applied** by all employees and organisations working on our behalf
- **Employees and other organisations** are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment

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Andrew Edwards
Managing Director

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Steven Burns
QHSE Manager