Appendix 2 – Quality Policy

It is the policy of Merlin Flex Ltd to meet customer requirements and enhance their satisfaction with our products and overall service by operating all of our processes under controlled conditions.

This policy is deployed through our quality management system (QMS) that has been established, documented and implemented to fully conform to ISO 9001:2015 & BSEN9100:2018 (latest revision) and customer-specific, applicable law and regulatory requirements as they apply to our products services.

The system is maintained and continually improved through the setting, monitoring and reviewing of our quality objectives, data analysis, internal auditing, disciplined problem solving, corrective and preventive actions, physical and human resource requirements, and management review. Changes in the governing standards and regulatory/contractual requirements are assessed and incorporated on an on-going basis.

Personnel are provided with instruction to assure their understanding of the company quality policy and training/coaching to enable them to competently carry out their work. They are given access to QMS documentation and are made aware of relevant procedures and/or job instructions. They are motivated to understand and achieve quality objectives, to make continual improvements, and to appreciate the consequences for the customer of any non-conformities to quality requirements. The necessary infrastructure and work environment is provided and maintained to ensure conformity to product, customer, regulatory and law requirements. This includes the manufacture of product which is utilised in the Aerospace Sector.

We are committed to fostering close relationships with stakeholders and we strive to meet the expectations of other interested parties which includes affording access by customer and/or regulatory authorities' representatives to our QMS and records. The organization remains responsible for quality of all products purchased from suppliers and sub-contractors, including customer designated sources which is incorporated into customers' product and/or service

The company takes full responsibility for the product supplied and does not use any verification activities carried out by its customers as a means for quality control of product supplied.
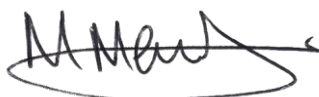
Our quality policy and QMS have been established by our top management and are subject to regular management review to guarantee continuing suitability, efficiency and effectiveness. The policy is communicated throughout our organization along with the importance of meeting statutory and regulatory requirements.

It is recognised by the management team that it is impossible to legislate for every eventuality. It is therefore accepted that in cases where adequate procedural guidance is unavailable, we endeavour to act in accordance with our established values as listed below. In all cases, either when following an existing procedure or otherwise, it is expected that managers are able to demonstrate that they have acted in the best interests of the business at all times.

Merlin PCB Values

Honesty & Transparency - Be open, honest & transparent in everything we do.

Clarity & Commitment - Be clear about what we seek to achieve and then do what we say we will do.

Consistency & Discipline - Standardise our approach & adhere to systems & procedures.

Respect - Treat others, as we wish to be treated. Treat property as if it was our own.

Energy & Enthusiasm - Approach everything, we do with a positive attitude.

Pride - Be proud of the Merlin Group, our products and our service.

Celebrate Success - Recognise and reward individual and team achievement.

Signed: Mark Merifield (Managing Director)   Date: 5th Sep 2024

Change History			
Change Number	Description of change(s)	Initial	Date
1	AS9100 rewrite.	NW	03/02/2012
2	Paragraph regarding values added.	NW	05/10/2012
3	Logo updated.	NW	25/09/2014
4	Reviewed & mods to Company Values	MM	08/03/2016
5	Reviewed & updated	MM	23/08/2017
6	Reviewed	MM	21/09/2018
7	Reviewed & No changes (previous employee approval remains)	MM	23/09/2019
8	Reviewed and AS9100 Std updated and reference to Aerospace Sector added	MM	28/09/2020
9	Updated with digital signature & new logo	MM	05/07/2021
10	Reviewed & updated	MM	05/09/2024