



Our Quality Policy.

Flann Microwave Ltd designs, develops, manufactures, tests and supplies waveguide, coaxial, transmission line and associated solutions, products, and services.

As a family business, and a business with a familial feel to it, our underlying philosophy is that we have a duty of care to all interested parties to work in their best interests through satisfying all their expectations, needs and requirements. As such we recognise that our success as a business is inseparable from the success of our customers, shareholders, people, and the members of the community. We also understand that we can only make good choices if we have a clear understanding of the context within which our business operates. The way we choose to ensure that we're exercising that duty of care, to the best of our collective ability, is to have a management system that complies with the requirements of ISO9001:2015.

Our desired outcomes are described below: something is in the best interest of the business if it has a positive impact on one or more of these without doing any harm to any of them, and as such these form our Quality Objectives.

As a Family Business we believe in:

- Offering safe, secure, meaningful employment to our people.
- Being financially healthy and growing steadily.
- Enabling our customers to be successful.
- Our people earning a fair living.
- Providing opportunities for our people to learn and develop.
- Making, and being seen to make, an overall positive contribution to our community / area.
- Making an overall positive contribution to improvements in the environment.
- Affording people, the opportunity to be successful.

For us, all this means that our exercising the following principles, behaviours and thought processes is essential.

Principles	Desired Patterns of Behaviour or Thought.
Application of Foresight	Prevention is better than cure. Learning from our mistakes is the least we should do but often isn't enough. We should try to prevent the issues in the first place.
Risk Based Thinking and Acting	Don't shoot yourself in the foot. We should understand what we're trying to achieve and the current set of conditions and act accordingly. Applying reasonable foresight will enable us to see risks ahead of time and prevent harm.
Customer Focus	We should understand that our customers have their own context and needs. Our success depends on theirs and they'll only continue to come to us if we enable their success.



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Leadership	Taking Responsibility and Accountability for acting in the best interests of the business and our interested parties. Challenging people to do their best and supporting them in being able to do so.
Engaging People	Regular and appropriate communication of topics such as policy, objectives, Quality, continual improvement projects and so on. Actively encouraging the behaviors and developing the skills and knowledge that we believe will be in the best interests of the business in both the long and short term.
Process Approach	Systematic definition and management of processes, and their interactions, to achieve the intended outcomes in accordance with our quality policy and strategic direction. Understanding the outcomes of our processes and taking action to improve them over time.
Improvement	Ongoing effort to improve the System and thereby improve the products, services, or processes. These efforts can be directed at achieving either "incremental" or "breakthrough" improvements.
Evidence Based Decision Making	No jumping the gun. Data is turned into information and used to underpin business decisions. We want to be consciously / purposefully competent.
Relationship Management	Constantly working with customers, suppliers, and our other interested parties to improve relationships.
Teamwork	No silo mentality. Employees help and support each other in achieving their goals together.

Through consistent efforts to communicate, develop and exhibit the desired behaviours we believe that we'll move ever closer to delivering great outcomes for everyone involved in or with our business.

Ian Burnage

CEO
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