

PREMDOR

QUALITY POLICY STATEMENT

The Company has developed and implemented a Business Quality Management System which is based on the requirements & fundamentals of BS EN ISO 9001.

The Directors, Managers and Employees of Premdor are dedicated to the Continuous Improvement of the Quality System & processes and strive to exceed customer expectations. Premdor are to ensure compliance with applicable certification and legislation to ensure conformance to requirements.

Quality performance is **everyone's** responsibility, and each employee shall strive to enhance Customer Satisfaction and achieve Premdor Business Quality Management System Objectives, both internally and externally, by their actions, attitude and commitment. Therefore the Management Team are committed to applying the necessary competency training skills, to ensure conformance of Product

A continuous review of business is carried out to enable Top Management to monitor performance.

Quality Objectives for 2016

- To ensure process generated non-conforming product is less than 1.75% of total doors produced.
- Increase Customer Satisfaction by reducing Cause for Complaint to less than 1% of Credit Notes versus sales.
- Improve Customer Services by achieving a minimum of 96% customer service level.

Signed:  (Managing Director, Masonite UK)

Date: 8/4/2016.