



Vision

Values
2015

Goals

"To be the best at what we do"

We need to be :

ONE TEAM Work together with our customers, promoting cooperation and mutual understanding

RESULT DRIVEN Take personal responsibility for achieving the right result every time

CUSTOMER FOCUSED Aim to exceed expectations

CREATIVE Continuously strive for innovative ways to deliver our services

Our Key Success Factors

Quality Flexibility Delivery

BUSINESS OBJECTIVES

Short term: aim is:

- > Grow the business by 10% by end of 2015
- > Procure new CNC Machine Centre to improve accuracy and capacity

Longer term aim is to:

- > Grow the business by 20% for 2016
- > Implement ISO 14001 by end 2016

QUALITY

- > Do all jobs right, first time, all the time
- > Purchase new Measuring Equipment to match expanded capability by end of 2015
- > Implement new Packaging Procedures to safe guard product and reduce waste stream.

CUSTOMER SERVICE

- > Develop our relationship with Key Accounts.
- > Offer Reductions to Key Accounts Based on expenditure

CONTINUOUS IMPROVEMENT CULTURE

- > Improve the performance of the company by getting everyone to:
- > Focus on key objectives
- > Use key performance indicators
- > Continually look at ways of doing the job more efficiently.
- > Develop our learning and skills.