

	<p>PDL Solutions (Europe) Ltd. 1 Tanners Yard Hexham Northumberland NE46 3NY Tel : +44 (0) 1 434 609 473 www.pdl-group.com</p>	<p>QMS 5.2 PDL Quality Policy Statement (1)</p>
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5.2 Quality Policy Statement

PDL Solutions (Europe) Ltd aims to be a leading provider of its goods and services.

This leadership position will be achieved by utilising proven software solutions, employing skilled and valued employees, and developing strong relationships with our customers based on meeting, or exceeding, their product requirements and expectation.

The organisation will continue to embrace new technologies, standards and methodologies as a means of improving its goods and services to create further differentiation in its chosen markets.

We will actively and openly pursue a programme of continuous improvement, which will be captured in a constant review of our quality management system.

This continuous improvement will be focussed on the operating procedures employed, our chosen core skill areas, and the development of our people.

Every single PDL employee will contribute directly to the success of the company.

Each employee will be encouraged and empowered to propose changes to the company's make-up that will bring benefits to customers, fellow employees, and suppliers alike.

It is a firm belief that a positive approach to quality in terms of meeting our customers' requirements and expectation has a direct impact on our sustainability.

The organisation will continue to seek to maximise the number of customers who come back to us time and time again.

This repeat business is a clear measure of our success in continually meeting their requirements and is fundamental to our continued profitable growth.