

Quality Policy



NORMA Group is committed to delivering total customer satisfaction and creating absolute trust in its products and services.

NORMA Group will do this by building long term relationships that are beneficial to all stakeholders and interested parties.

NORMA Group Management are committed to:

Zero failure mindset

We aim to achieve zero-failures in our manufacturing and business processes. Our products are 'mission critical' for our customers. Trust is everything.

The customer perspective

We understand the diversity of our customers, talk their language and work at their speed. Meeting all Customer expectations is key.

Continual Improvement

We drive continual improvement through the Norma Business System.

Compliance

We comply with all applicable standards that are relevant to our business activities and all legal & statutory requirements.

Data driven decision making

We steer our business at every level by monitoring and acting on our key metrics.

Technology

We continually invest to ensure world class process capability.

Our Quality Policy is available to all Interested Parties as appropriate.

A handwritten signature in blue ink, appearing to read "F. Klein", written over a horizontal line.

Dr. Friedrich Klein
Chief Operating Officer

A handwritten signature in blue ink, appearing to read "S. McMahon", written over a horizontal line.

Simon McMahon
Vice President Q & EHS

Dated: 20th February 2020