

The Management and all staff at Horizon Marine Electronics S.L. are committed to maintaining and improving the quality of products and systems whilst providing the highest standard of service and support to our clients.

Our principal objective is to always supply our clients with first class quality reliable products which conform exactly to the agreed specifications and meet the relevant regulatory requirements where applicable.

We are striving to become the preferred Marine Electronics Company within the yachting sector throughout our geographical area and beyond.

To provide the best possible service and achieve customer satisfaction through the use of quality procedures which meet or exceed the applicable requirements including ISO 9001.

Identify new products, technical innovations and services enabling us to stay at the forefront of the industry and offer our clients the ultimate solution.

Ensure prompt reaction and timely response to all enquiries, technical issues and any complaints that may arise.

Our QMS has been established to provide a foundation for a company committed to continual improvement.

Our QMS is based on the requirements of ISO 9001:2015 and the company is fully committed to fulfilling these requirements.

Our QMS provides a risk based philosophy to planning, managing opportunities and reducing the severity of risks including identifying product or service defects at the earliest stage possible. This in turn improves the overall efficiency of the company and supports the established quality objectives and customer satisfaction.

This policy shall be communicated, understood and applied within the organisation, and available to relevant interested parties, as appropriate.

This policy is reviewed periodically by senior management to ensure that it remains effective, compatible and in line with the strategic objectives of the company.

Approved by: Steve Worrall (Operations Manager)

Date: 1-12-2017