

CEDAR



Quality Policy

The following is the Quality Policy statement of CEDAR Audio Limited. It is reviewed regularly to ensure that it remains appropriate for the company's products and services.

CEDAR Audio Limited is committed to seeking continually to improve the quality of its products and services. The company will always seek to meet the specified requirements and to satisfy or exceed its customers' expectations.

The company has introduced systems that allow it to set and to review measurable quality objectives. The Directors of the company provide the resources required and together with the staff use all reasonable endeavours to meet and surpass these objectives. The company is committed to complying with the requirements of all accepted orders and to improving the effectiveness of its quality management system.

Quality Objectives

The Directors have set quality objectives that are important, achievable and measurable. To ensure that these are met, the Directors:

- i. monitor hardware quality at the point of manufacture and testing;
- ii. monitor software quality prior to release;
- iii. monitor & review product completion schedules and on-time delivery;
- iv. monitor & review all hardware defects following manufacture including warranty and non-warranty returns;
- v. monitor & review any software issues reported following release;
- vi. monitor & review customer complaints and feedback;
- vii. review the appropriateness and effectiveness of the quality controls in place; and
- viii. monitor, review and continually strive to improve those controls.

Gordon Reid - Managing Director
On behalf of CEDAR Audio Limited
1 January 2001