

This document details the expectations, goals and values of the products, services and processes delivered by Specialised Engineering Products Limited.

- To deliver on our commitments completely, in-line with our customers' schedules / requirements
- To optimise the use of all physical resources (human, facility and machine), maximising the benefit derived from the business's core skills
- To improve the rate of return through improved efficiencies and continuous improvement initiatives
- To decrease the number of external NCRs, by capturing issues internally, while increasing NCR awareness, reporting and effective corrective / preventative measures
- To retain and develop SEP's existing client base and relationships, whilst further diversifying to meet the changing needs of existing, and new customers



A P Smith  
Managing Director

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