

Speedboard Assembly Services Ltd offers a broad range of contract electronic manufacturing services.

Our service to the customer not only includes the realisation of product to the relevant customer specification or industry standard such as IPC, it also includes the softer aspects such as communication, capability and value for money.

The effectiveness of our service will be judged using Bain's; The Net Promoter System[®]



In addition, working within the SC21 framework (21st Century Supply Chains) we will routinely monitor:



- Product conformance, Quality perceived or actual
- Delivery performance, OTIF perceived or actual
- Technical Capability vs. customer needs
- Lead times and supply solutions compared to customer needs
- Our communication and professionalism
- Overall value for money judgements

We comply with ISO 9001:2015 Quality Management System and set service level objectives and targets with a structure incorporating the PDCA (Plan, Do, Check, Act) methodology which will be subject to annual management review to ensure our Quality Management System is continually appropriate to the purpose and context of our business's strategic direction and provides a framework for setting and achieving our quality objectives.

This embraces our commitment to satisfy all applicable requirements and will be determined to create continual improvement of our Quality Management System and enhanced customer satisfaction.

Neil Owen
Managing Director
1st Jan 2018