



Quality Policy Statement

The Managing Director recognises that continued success and growth of the company can only be sustained by continually improving the way customer expectations and needs are translated into excellent levels of service both in on-site support services and on-time delivery of products.

The following objectives are key to achieving company goals:

- We shall endeavor to ensure product information supplied is accurate from initial enquiry, through to supply;
- We shall maintain levels of stock that are commensurate with customer's anticipated specification and delivery requirements;
- To ensure service and support staff convey a professional approach and image when dealing with customers.

In accepting the terms of contract conditions, it is our responsibility to maintain an effective management system to ensure these objectives are achieved. The Managing Director believes that these goals will be achieved by ensuring that staff are made aware of the need to improve the following areas:-

- Communications (internal / external);
- Personal attention to detail;
- Coping with change and variance;
- Continual improvement of the methods contained in the management system.

The Managing Director believes that the implementation of the management system, together with the achievement of goals and objectives to implement improvements, will demonstrate our commitment to providing excellent service to customers and will improve the above four areas of influence. The objective of this policy statement is to ensure customer needs and expectations being continually met and where practical, exceeded. This policy shall be continually reviewed for suitability at management review meetings and is fully endorsed by the Managing Director, who is responsible for ensuring it is known and understood throughout the organisation.

Signed by:

Date: August 2020

Position: Managing Director

This policy will be reviewed and signed every 12 months



- Clipping Technology
- Food & Industrial Equipment
- Process Control Equipment
- Environment Monitoring



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