

Quality Policy Statement

Metaltech uk Limited is committed to total customer satisfaction. The company is dedicated to the quality policy that will ensure our products and services fully meet the requirements of our customers at all times.

Every employee is charged with the responsibility to meet customer requirements and continually improve the quality in keeping with our objectives.

Employee development through involvement, training and effective communications is essential in maintaining the satisfaction of our customers.

By continuing to improve the ways we treat our customers, employees and suppliers, we will contribute to the mutual business and personal success of all.

We aim to:

- Ensure that we fully identify and conform to the needs of our customers.
- Define measurable quality objectives and targets for improved business performance.
- Ensure everyone understands how to do their job and has the necessary information, training and supervision to do it right first time.
- Develop strong, long-term relationships with our suppliers and ensure they have the capability to deliver product and service quality in line with our policy.
- Provide a high level of service to our customers.
- Ensure that when customer feedback is received, any issues will be attended to in a timely manner with a view to eliminate the root cause and prevent recurrence.
- Continually comply with our clients requirements and improve the effectiveness of our Quality Management System.

Our company will constantly review objectives and improve on our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all.

The organisation and arrangements for implementing this policy are detailed in the Quality Management System (QMS). The management system complies with the requirements of the ISO 9001 and BS EN 1090 standards.