

## QUALITY POLICY STATEMENT

- The Leadership and staff of Mechatherm International Limited consider the Quality Assurance aspects of our business to be fundamental to our ongoing success. We realise that, to maintain or increase our market share and to maintain profitability levels that will sustain our business, we must deliver 100% customer satisfaction whilst meeting the needs and expectations of our business stakeholders.
- As an aid to achieving the above targets, we will implement and maintain a 'risk based' management system that meets the requirements of BS EN ISO 9001:2015. The Quality Management System will be developed in the context of the organisation and will ensure alignment to the strategic business direction and will be driven by the **"Plan, Do, Check, Act"** improvement methodology upon which ISO 9001 is based.
- To enable benchmarking and thus continual improvement of our business performance, we will adopt the **"To Measure is to Know"** philosophy. We will actively measure and analyse our processes and customer feedback to identify and review strengths, weaknesses, opportunities and threats. We will implement actions as and when required to achieve business stakeholder requirements.
- Our Quality Policy will be clearly communicated, understood and applied within our organisation as well as being available to other relevant interested parties as applicable.
- Our personnel will be trained to effectively implement our management system and it will be our policy to seek continual improvement in all that we do. To facilitate this vision, we will utilise the Investors in People (IIP) approach to employee development and the team based Total Quality Management (TQM) approach to problem solving.