



## QUALITY POLICY

MTX Contracts Ltd is a leading provider of specialist engineering services demanding the highest standards of performance and reliability at all times. The quality and services play a key role in achieving customer satisfaction and in turn business success.

Our overall quality objective is to continually improve customer satisfaction by operating efficient and effective systems striving to exceed customer needs and expectations at every opportunity. This is achieved through understanding current and future needs and expectations and through structured planning for the future organisation and managing change.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored through our management review process.


MTX Directors are committed to quality leadership and endeavour to:

- Have a real understanding of clients and their business requirements
- Engender a positive commitment to quality and create an environment of teamwork and co-operation that enables staff to work effectively
- Provide all necessary equipment and support for Health and Safety
- Provide training and education to all our employees to enhance performance
- Actively measure company performance

MTX quality is defined as the achievement of specified standards by a co-ordinated team effort working to defined procedures applying a consistent control throughout all phases of work from receipt of an enquiry, installations and after sales and service.

Individual and team commitment to excellence is actively encouraged. It is everyone's responsibility to aim for error free work at all stages.

This quality statement is displayed on the company and site noticeboards and is reviewed and updated as appropriate.

Signed: .....  ..... David Hartley  
Managing Director

AUTHORISED BY THE MANAGING DIRECTOR

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