



### 1.3 Quality Policy

MHS provide design, fabrication, coded welding and rectification services enabling end to end engineering materials handling solutions to be delivered to a diverse client base including world leading forklift manufacturers. These services are delivered from our workshop and on site at customer's locations.

MHS also run an extensive hire fleet of forklift attachments. The company are members of the Fork Lift Truck Association and hold Thorough Examination and Safe Contractor Accreditations.

It is the policy of Materials Handling Systems Limited (MHS) to maintain a QMS designed to meet the requirements of ISO 9001:2015 International Standard.

It is the policy of MHS to:

- give satisfaction to all our customers and other stakeholders and interested parties whenever possible, meeting and exceeding their expectations;
- make the details of our policy known to all other interested parties including external where appropriate and determine the need for communication and by what methods relevant to the quality management system. These include but not limited to customers and clients and their requirements are documented in contracts, purchase order and specifications etc.;
- comply with all legal requirements, codes of practice and all other requirements applicable to our activities;
- the reduction of hazards, prevention of injury, ill health and pollution;
- provide all the resources of equipment, trained and competent staff and any other requirements to enable these objectives to be met;
- ensure that all employees are made aware of their individual obligations in respect of this quality policy;
- maintain the management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our quality management system based on "risk".

This QMS policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the QMS process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality its impact on customer service.

To ensure the company maintains its awareness for continual improvement, the quality management system is regularly reviewed by "Top Management" to ensure it remains appropriate and suitable to our business. The Quality Management System is subject to external annual audits by an external accredited body.

A handwritten signature in black ink, appearing to be 'K. Tiller', written over a horizontal line.

Chief Operations Officer: (To be signed and dated annually)

Date: 23/01/2020

**This document is only valid on day of printing**

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