

QUALITY POLICY

RM&C are continuously striving to ensure we provide competitive products and services conforming to customer needs and expectations first time, on time, every time

We will achieve this by:

1. Knowing who our Customers are and what they want - through open communication.
2. Understanding the requirements of our jobs & the systems that support us - through training & education.
3. Making continuous improvement a part of every day and every job - through the use of team participation and measurements.
4. Ensuring that our Policy and Procedure Manuals reflect what we actually do.
5. Remembering that we are here because of our Customers! Realising our Customers are the reason we have our jobs, and that through on-time delivery of quality parts at a fair market price is how we will keep them!
6. Consistently meeting or exceeding our customer's expectations for product quality and performance.
7. Provide products and services of the highest possible standards, to satisfy our customer needs, expectations of quality, safety, reliability and service.
8. All certified products meet European standards and are approved by Notified bodies.

Quality is not just another goal, it is our basic strategy for survival and future growth.

The policy has been endorsed by RM&C senior management and implemented throughout the organisation as per the documented procedure.

Signed



G.Swindell
Managing Director

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