

Quality Policy

Quality Policy Statement

The strategy of Microtech Limited is to operate and to continually improve its quality management system by regularly and systematically reviewing outputs to ensure its effectiveness and efficiency.

We recognise that our success is dependent on the success of our customers. We make customer satisfaction our primary goal by working with them to satisfy and, wherever possible, exceed their expectations now and in the future.

This policy has the full support of our Director and is communicated to all staff to provide a clear understanding of the organisation's quality objectives.

The objectives of the Quality Policy include:

- Adhering to all regulatory, legal and environmental expectations of our service that have been agreed by insurers, professional institutions and local authorities.
- Commitment to being the preferred supplier in each of the sectors that we serve. To this end our customers are our primary concern. We aim not only to satisfy them, but also earn loyalty through forming long-standing relationships with them through facilitation of a partnering approach.
- Providing an environment to encourage employees at all levels to direct their abilities to the benefit of the organisation and their own personal satisfaction.
- Keeping abreast of technological changes and innovations that may be of benefit to existing markets and provide a direction to new business areas.
- Ensuring measures are in place in essential core areas of the business, which indicate how well the business is performing to determine our success.

These objectives and associated key performance indicators are reviewed at the Management Review.

Dissatisfied customers constitute business risk.

International Standard ISO 9001:2015 (*Quality Management Systems – Requirements*) provides a process for satisfying customers.

To this end, Microtech Limited has developed and implemented a quality management system that meets the requirements of the Standard, provides confidence to our customers and is committed to continual improvement.



Simon Thomson
Managing Director

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