

## QUALITY POLICY STATEMENT

Based in the West Midlands, Luton and Middlesbrough, the Deritend Group has built its reputation on commitment to all engineering industries and have developed itself to consistently deliver support and maintenance across rotating equipment such as motors, pumps and gearboxes for all industries in the UK. Our continued business success depends on our being able to give support and a strategic direction for complete customer satisfaction, the quality of our work will be reflected in the performance of the service that we provide to our customers.

Our aim is:

- To develop a company culture through good leadership that places as high a priority on quality as we do for environment, health and safety compliance.
- To develop a company culture that ensures we operate efficiently within a well-designed user-friendly quality management system.
- To develop a company culture that provides on-going education of staff to improve our quality management provision and overall effectiveness of the business.
- Provide a framework for setting Quality objectives that are measurable (SMART) relevant to enhancing customer satisfaction and are consistent with the quality policy.

We aim to do this by:

- Developing a company culture that places the utmost emphasis on the quality of service we provide to our customers.
- Implementing and maintaining a focused and wholly professional approach in respect of our operations and activities.
- On-going education of staff to improve the effectiveness of the Quality Management System enabling continual improvement of the company's performance and services that impact on the quality of our products and our service.
- Top management must demonstrate their commitment to the QMS and continual improvement by: Defining and communicating the quality policies. Establishing organizational quality objectives. Ensuring appropriate resources are available.
- Maintaining a continual programme of investment in corporate infrastructure and specialist equipment designed to assist our operations and activities.

Deritend is committed to satisfying applicable requirements.

We intend to ensure that our objectives are maintained and that all staff are properly trained and aware of the standards of quality required by the company.

***Mike Smith***

**Managing Director**

### Amendment Record:

Issue Level	Amendment Details	Approved By	Date
A	First Issue of Document – New IMS System	Mike Smith	31/01/2024
B	Review	Mike Smith	03/01/2025