



Mend A Hose Hydraulics Quality Policy

Our strategic direction is to utilize our extensive range of facilities which enable Mend-A-Hose Hydraulics to offer a combination of its highest standards of supply and service. Employing efficient service and low costs to the customer, without the need to sacrifice quality.

Our continued success is based on our strategy to remain flexible in our processes. This ensures that we can cater for all types of customers, and their bespoke requirements.

The Management and personnel of Mend-A-Hose Hydraulics are committed to provide a high-quality service in the area of quality management, by continuously improving client service, human resource management and company operations.

The Company's primary objective is to recognise, understand, evaluate and satisfy customer needs and requirements with the aim to exceed them to help achieve total customer satisfaction – to get it right first time, every time.

John Duff, his Management and staff, are committed to efficient operation and continual improvement of their performance and the Quality Management system. To this end quality objectives are set and measured to facilitate effective and efficient review.

Development and training of employees is a top priority. Human resource management is based on the principles of close training and supervision, excellent communication skills for all personnel and high personnel satisfaction.

Mend-A-Hose Hydraulics provides adequate resources and training needed to continually improve the effectiveness of the Quality Management system.

The above goals are completed by an effective and efficient company Quality Management system conforming to the requirements of ISO 9001:2015. The Company's commitment in meeting and exceeding these requirements secure a prosperous future and set a unique standard for others to follow. The Directors will take into consideration the views of interested parties and the effect the company activities have upon the environment.

In fulfilling the above quality policy, the Directors recognise the importance of its suppliers and will work with them to improve the quality of their services.

The success of this policy is monitored, controlled and improved through elements of this Quality Management system such as internal audits, management reviews, corrective / preventive actions and training.

Each employee will be made aware of the importance and contents of this quality policy and be encouraged to contribute to the success of the Quality Management system.

John Duff (General Manager)

03/01/2023