

15<sup>th</sup> January 2020

## Mission Statement

Our mission is to:

Exceed our customers' expectations in the response time, quality and value for money, for the products and services that we provide.

Develop our technical expertise and improve the skills of all employed to meet the needs of our customers.

Provide valuable support for the local community.

By commitment to the above, promote company profitability.

## Quality Policy

Our team of skilled and competent personnel is fully committed to the supply and provision of high quality mechanical and electrical products and services which are fit for their intended purposes and which conform fully to both our customers' and relevant regulatory product requirements. This policy is communicated to and understood by all interested parties and the Fyfe Wilson team is further committed to complying with the requirements and maintaining and improving the effectiveness of our integrated management system. Every employee is responsible for, and will be trained to perform the duties required by his or her specific role

To achieve these objectives the company operates a management system that complies with ISO 9001:2015. The performance of the quality management system shall be compared against the quality objectives of the organisation at management review meetings.

The Managing Director has the ultimate responsibility for the effective and economic operation of the management system. He has the responsibility and authority for identifying quality requirements in the company and for implementing the actions necessary to meet those needs and, in so doing, meet the requirements of the International Standard, BS EN ISO 9001:2015 and those of our stakeholders

The quality system will be monitored, measured, evaluated and enhanced regularly under the management team and managing director's ultimate responsibility, with regular reporting and communication of the status and effectiveness at all levels.

## Quality Objectives

To repair at least 75% of priority repairs within 24 hours.

To repair at least 95% of priority repairs within 5 working days.

To achieve annual revenue of £2 million

To receive less than 1% customer returns where Fyfe Wilson is responsible for the fault.

To make less than 1% internal process errors on customer items that are rectified at the cost of Fyfe Wilson prior to receipt of goods by the customer.

Customer feedback on an annual survey to be positive (<2 on a 1-5 scale)