

Quality Policy

MEDL is committed to the provision of quality products and services that fully conform to the requirements of our customers. By consistently providing products and services that meet or exceed customer expectations we will promote customer satisfaction and in turn achieve business success. This is achieved through the consistent application of a quality system, the main objectives of which are to:

- **Engage fully with our employees**
- **Get things right first time, every time**
- **Continually improve the quality of our products and services**
- **Maintain good working relationships with customers and suppliers**

This requires the adoption of procedures throughout the Company that are focused on meeting each department's customer requirements. This is achieved by:

- **Identifying and understanding customer requirements and ensuring that all employees are aware of their importance for the Company's success**
- **Setting and reviewing management objectives that provide a focus for performance improvements and improved customer satisfaction**
- **Fostering a culture which encourages the early identification of problems and the adoption of effective and efficient corrective and preventive actions**
- **Providing adequate financial and physical resources to support the full implementation of the policy**
- **Providing training and education to all our employees to ensure they understand and are competent to carry out their role and to improve their performance**
- **Communicating openly with employees, subcontractors, and clients on quality issues, encouraging them to participate in and contribute to performance improvements**
- **Planning and executing work to meet the customer's requirements in the most cost effective and efficient way**
- **Reviewing and revising the policy and procedures**

The management team are responsible for developing, monitoring, and implementing procedures and for ensuring that this policy is understood and implemented throughout the Company. Every employee has responsibility for the quality of their own work and for contributing to improvements in our products, services, and management processes.

D Croxford

Dan Croxford
Managing Director
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