

Quality Policy Statement

It is the established policy of MTC Northwest Limited to provide our customers with vehicles, parts, servicing, testing and inspection services that are legally and regulatory compliant and fit for their intended purpose. To demonstrate superior value services, compared to those of our competitors; our customer service pledge includes meeting customer requirements and expectations on time, every time.

This commitment extends to complying with the requirements of and continually improving the effectiveness of our management system compliant with the requirements of ISO9001, which is certificated by our UKAS accredited registration body. Our continued certification, since 2011, demonstrates to our customers that MTC is effectively managing the business in a way that will strengthen confidence in us, whilst providing the means of effectively managing sustainable business growth. We are in the process of obtaining ISO14001 and are fully committed to fulfilling our legal and regulatory environmental responsibilities

As with our previously issued policy statements the Senior Management Team will continue to promote the importance of quality at all levels in the Company, and to support staff in their efforts to achieve the standards, aims and objectives that we have set. To this end; everyone will remain responsible for their own quality of work, including the accuracy and legibility of records and data input, whilst continuing to cooperate and actively demonstrate commitment to our retaining ISO9001 certification.

Documented procedures covering all relevant aspects of our operations will continue to be periodically reviewed to ensure they remain current and appropriate to what we do. If any member of staff believes a procedure needs to be changed; please bring this to the attention of the Management System Manager for review. Where an agreed change is necessary the procedure will be amended and re-issued to ensure procedures always reflect current best practice and agreed systems of work.

Jenny Robertson will remain as the HR & Systems Director, and for the purpose of our Management System her role will continue to include that of Management Systems Manager; having the responsibility of ensuring this policy is communicated and understood by everyone.

To assist us in ISO9001 certificate retention we will continue to invest in the services of Lynwood as consultants and internal auditors to ensure the audit function remains independent.

Whilst we have continued to develop a robust management system with measures to avoid things going wrong, it is accepted that the system is only as good as the people who operate within it. Our continued success relies on everyone's cooperation and commitment to what we do regarding keeping our customers happy.

We will continue to review the training needs of our staff and provide training and re-training as is necessary to ensure staff competency and knowledge is current to meet the changing demands placed on the business by our customers and other interested parties. This policy statement should not be read in isolation, but as an integral part of our policies and procedures for health & safety management.

As everyone is aware, we gained ISO9001 certification in December 2011. To ensure we remain compliant with this Standard our management system and work practices will continue to be subject of scheduled internal audits to test the effectiveness of our operations.

Everyone will remain responsible for the effective operational controls on a day-to-day basis; bringing to the attention of their immediate manager any concerns they have regarding our business integrity, legal and regulatory compliance and how we service our customers.

As a Senior Management Team, we will continue to emphasise quality at all levels within MTC; support staff in their efforts to achieve our aims, objectives and standards that we have set. To make sure this can happen we will provide the financial, human and physical resources as is necessary, and consult with external third parties as is necessary to achieve our goals.

Along with our procedures, aims and objectives this policy, which supersedes all previous issues, will be reviewed at least annually and at other times as is necessary to ensure our system remains effective and suitable in meeting our current and future needs; the needs of our employees and customers.

I would like to take this opportunity to thank everyone for their transparency of information and continued support in achieving our goals.

Stephen Gray

Managing Director