

Uni-Mill Quality Policy



All personnel are required to familiarise themselves with the Quality Manual, observe and implement the process guidelines and promote the policy aims.

It is our policy as directors of the Company:-

- **to ensure that we build positive relationships with our Customers so that we fully understand all of their requirements and provide product that meets or exceeds their expectations,**
- **to work to meet, achieve and where possible improve on our targets by measuring and reviewing key performance data from our quality objectives;**
 - **Customer satisfaction**
 - **On time delivery**
 - **Quality –Customer returns**
 - **Supplier capacity and performance.**
- **to continually improve business by rectifying the root causes of any problems that may cause or have caused us to fail to meet our customers' requirements.**
- **to enhance our processes and procedures from audit monitoring and nonconformity evaluation.**
- **to continue the investment in staff, equipment and systems that has allowed Uni-Mill to be at the forefront of technology for the benefit of both the company and its customers.**

A. Rayner. Managing Director

P. Hill. Managing Director