

Schwing Stetter (UK) Quality Policy

Schwing Stetter (UK) Ltd is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and our responsibility to the communities within which we operate or may affect. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value. Additionally, we are dedicated to creating a profitable business culture that is based on the following principles:

Our scope: The distribution, hire, repair, overhaul and modification of specialist construction and industrial equipment to client specification, including the distribution of parts. The manufacture of truck mixers.

OUR PEOPLE

Schwing Stetter (UK) Ltd is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. Schwing Stetter (UK) Ltd is committed to:

1. Creating and nurturing an environment of success based on honesty and integrity;
2. Equitable sharing in the success of the company;
3. Empowerment through training and communication;
4. Individual growth and equal opportunity;
5. Prevention of accidents and incidents;
6. Designing and providing a safe and secure work environment.

OUR CUSTOMERS

Customer needs are paramount and represent the highest priority within our business. Our obligation is to proactively seek out and define customer needs while addressing all requests expeditiously without creating false expectations.

OUR QUALITY

Schwing Stetter (UK) Ltd is committed to achieving competitive excellence and providing our customers with products and services designed, produced and maintained to meet or exceed their expectations by:

1. Complying with all customer, statutory and regulatory requirements;
2. Enabling employees to achieve business and professional goals;
3. Continually improving our processes

Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We use the management system as a vehicle to adhere to all applicable standards and customer specific requirements, as a framework for setting objectives and endeavoring to provide processes that ensure we achieve them in order to build a robust and world class business.

OBJECTIVES

Strategic objectives
We are Family to our People
And Partners to our Customers

**Objective of Everyone in the company is
To deliver a good positive outcome to the customer**



**Neil Coupe
Director**

Reviewed and updated 5th April 2019