



## **ABBHEY ATTACHMENTS LTD QUALITY POLICY**

It is the policy of Abbey Attachments Limited to provide our customers with a level of service which completely fulfils their requirements.

Abbey Attachments Quality Management Systems cover a full range of operations including:

- **The sale of new and reconditioned lift truck attachments**
- **The reconditioning of lift truck attachments**
- **The hiring of lift truck attachments**
- **The servicing and repair of lift trucks attachments**

Our aim is to be fully competitive in terms of price and delivery and superior in terms of quality of service when compared with other suppliers.

The following principles are applied throughout the company:-

- **Full commitment of all Personnel to the Quality Policy.**
- **The understanding by all employees of the long-term importance of achieving customer satisfaction by providing a consistent high quality of product and service.**
- **An appreciation that consistent quality can be achieved only by ensuring control at each stage of the process.**
- **An acceptance that nothing shall be allowed to undermine or compromise the quality of workmanship and our aim will always be "Right First Time – Every Time".**

Abbey Attachments are constantly striving to maintain the very highest standards of service and support by implementing a quality management system which is independently audited and meets with all the requirements of ISO 9001: 2008.

### **ABBHEY ATTACHMENTS LTD**

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