

Quality Management – Statement of Intent

To the directors and staff of Murray Lift Group, 'Quality' is synonymous with customer satisfaction. Our clients use lifts in different ways for their business, whether for access by staff and the public or for work activities. In such situations, lifts are viewed as a vital part of the business. To this end, our quality policies are to ensure that clients' lifts are operational 24/7 where this is within our control. We undertake to provide a service which will ensure this policy is fulfilled: to this end, we are committed to demonstrating this quality of service by adopting the following commitments:

- To ensure that the needs of our clients are fully understood
- To practise continual improvement in our quality system
- To comply with the principles and requirements of ISO 9001 and relevant regulations
- To regularly review this policy and use it to set objectives which will objectively demonstrate our quality business
- To train our personnel to be able to fulfil customer requirements
- To provide suitable, adequate and relevant resources to enable the company to operate this policy

Paul Murray
Managing Director