

Quality Policy

Services Machinery and Trucks Ltd (SMT GB) is a supplier of premium brand specialist machinery and construction equipment, as well as parts and optimisation services. It operates to maintain high standards of customer support across Great Britain via eight Customer Support Centres, a dedicated Remarketing Centre and a network of independent sub-dealers.

SMT GB is fully committed to continual and sustainable improvement in all of its activities to support its vision to be the model of care and excellence in the sale and support of premium brand specialist machinery and construction equipment in the GB marketplace. To enable this, SMT GB maintains a quality management system, which is focused on continual improvement of quality performance, and as such ensures continued certification to the ISO 9001 standard.

To deliver on its commitment to quality, SMT GB has set the following objectives:

- Listen to customers and interested parties, and deliver quality products and services that satisfy applicable requirements first time, every time.
- Balance the needs and expectations of customers with those of suppliers, employees, investors and society, and endeavour to satisfy all parties.
- Ensure the quality policy is understood and adhered to through effective communication with employees and interested parties.
- Develop alliances with suppliers and work with them in partnership to improve performance, and provide value and service excellence for customers.
- Establish, communicate and review quality performance objectives for the organisation to establish unity of purpose and deliver on the commitment to continual improvement.
- Provide adequate resources and training for the operation of an effective quality management system, which complies fully with the requirements of ISO 9001.
- Continually improve and optimise business processes to meet quality objectives.
- Regularly measure and report performance against quality objectives to identify risks and opportunities to be addressed through the quality management system.

This quality policy is reviewed and communicated to employees, contractors and visitors, and is available to interested parties.

Signed on behalf of SMT GB:



Phil Battle – Managing Director (Great Britain)