

Metal Finishings Ltd exists to provide surface treatments to its customers. Our reputation for high quality and short turnaround set us apart from our competitors. To maintain and further improve our reputation, it is recognised that we must:

- comply with requirements (including customer, statutory and regulatory requirements) or exceed them
- continually improve our QMS and other business processes
- establish and meet measurable quality objectives that will lead to customer satisfaction

We will review these objectives periodically to make sure that we are meeting them and that they continue to be satisfy our customers.

To promote success in these goals, we have implemented and will maintain our QMS to the ISO 9001 and AS 9100 standards. All staff are expected to work to our QMS and play a part in this as well as holding themselves to high standards of workmanship.

We believe that customers deserve to be dealt with in an honest and transparent manner and that this is essential to customer satisfaction.

It is our policy that everyone in the organisation will be committed to quality and customer satisfaction and that we will work together to achieve this.