

### **QUALITY AND SERVICE POLICY**

CMT Equipment bases its Quality expectations on the industry we work in and the Clients we support. We strive to offer an exceptional service that goes above and beyond and also supply a high quality array of equipment that is more than competitive pricewise within our industry. Our long term commitment to our clients is imperative for sustainability and continuous improvement. We're always working to build a harmonious and mutually beneficial relationship with our Clients, Staff and surrounding Community.

Our Key Focus;

- Accurately respond to and prioritize our clients enquiries in a timely and efficient manner
- Identify and confirm the clients requirements from quote through to delivery
- Encourage and promote innovation amongst our company employees
- Always look to improve our business and equipment, be it through client or staff feedback
- Strive to maintain a leading edge within our industry through constant involvement and interaction with our clientele, staff and community
- Maintain orderly project documentation records (Invoices, Quotation etc)

This policy is based around the Construction Materials Testing Equipment we supply and service within our industry. To support the implementation of this policy, CMT Equipment expects all Employees, Sub Contractors and Contractors to understand, promote and comply with the Quality Policy we have adopted.



**David Dick & Alden Perry**  
Managing Directors