

## QUALITY POLICY 2025

MCE Group LTD, based in Teesside, provides factory-authorized valve modifications and repairs for customers throughout the UK.

MCE specialises in:

Service, repair, and associated testing both in-house and at the customers' site. Sale of safety, control, industrial valves and associated equipment. Assemble and testing of new valves.

MCE's Integrated Management System has been developed following ISO 9001 (Quality), ISO 14001 (Environment), ISO 45001 (Safety), UVDB Achilles Verify and EuTech.212 (safety relief valves) requirements.

MCE's management team is committed to:

- Achieving and maintaining third-party certification to these quality standards
- Meeting all legal, regulatory and other requirements within its served industries
- Identifying, assessing and managing potential quality and service risks identified within our activities
- Ensure all quality policies and procedures are communicated to employees, others working on MCE's behalf, and other interested parties, through appropriate notices, website, briefings and training
- Regularly reviewing quality and service performance and initiating continuous improvement through the setting, pursuing and achieving of quality objectives and targets which are linked to customer satisfaction and are cascaded throughout MCE
- Ensure employees are given adequate training in all matters relating to quality assurance and its implementation
- Continually improve operational performance through the understanding of business requirements and the setting of clear objectives.

This policy is reviewed annually or as and when significant changes occur. It is communicated internally via notice boards, email and staff briefings and externally via the company website and is available upon request.

Chris Ainley

Operations Manager

Signed: 

Effective From: 15<sup>th</sup> January 2025