



Quality Policy

It is the policy of Marshall Pump Systems Limited, to provide customers with pumps & spares from the leading brand names, pumpsets designed and built in house to specific customer requirements, repairs and service contracts on all types of equipment and our own "CleanStream" private water supply treatment packages

Quality, value and service are at the heart of everything we do and the Company has a continuing commitment to:

- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving Customer satisfaction.
- Communicating throughout the organisation the importance of meeting customer needs, along with legal and regulatory requirements.
- Establishing and maintaining the Quality Policy, along with setting and monitoring related quality objectives.
- Reviewing the effectiveness of the Quality Management System through Management Review meetings.
- Ensuring the availability of resources.

To help achieve these, we operate and maintain a quality management system that meets the requirements of BS EN ISO 9001.

Marshall Pump Systems Limited ensures that this Quality Policy is communicated and understood within the organisation, and is made available to relevant interested parties externally.

The Organisation constantly monitors its quality performance in order to drive continual improvement of the quality management system.

Signed

A handwritten signature in black ink, appearing to read 'Nik Hursthouse', is written over a horizontal line.

Nik Hursthouse

Managing Director

22nd June 2018