



## MAN Truck & Bus UK Ltd

### Quality Policy Statement

The Directors and staff of MAN Truck & Bus UK Ltd (MTBUK) are fully committed to the operation of their Management System which shall fully comply with the Quality Standard BS EN ISO 9001:2015.

MTBUK is the sole importer of MAN Commercial Vehicles and seeks to strengthen its position in the UK as a leading supplier of commercial vehicles, services and components to the transport industry.

We aim to meet the requirements and expectations of our Customers and Stakeholders through:

- Being committed to maintaining an effective management system that satisfies all applicable compliance obligations, industry regulations and local legislation.
- Ensuring the requirements of all interested parties and stakeholders are clearly understood so that our products and services can be delivered in a timely and professional manner.
- Being committed to personnel performance and improvement through skills and competency training and providing a safe working environment.
- Ensuring the core business processes employed by the company that deliver our products and services are determined, resourced appropriately, documented, monitored and / or measured to ensure conformance.
- Measuring key performance indicators that are in-line with our strategy and reviewing them regularly to ensure the aims and objectives of the business remain relevant.
- Monitoring our suppliers and sub-contractors, to ensure they meet our requirements.
- Reviewing risks and opportunities that can affect conformity of our products and services and the ability to enhance customer satisfaction.
- Responding immediately to all customer complaints and taking positive corrective action.
- Ensuring all of our employees are aware of this policy and involved in the process of continual improvement of the management system in order to enhance company performance.

The Management System is an integral part of the MTBUK business processes and it is important that all members of the company conform to the requirements of it and contribute to its effectiveness.

  
Thomas Hemmerich  
Managing Director

June 2017