



Quality Policy

Statement

E&M Lifts Ltd (the "Company") is a customer focused mobility specialist with a mission to enhance the mobility and independence of individuals through the provision of reliable, safe, and innovative solutions tailored to their needs. We are committed to delivering the highest quality products and services, ensuring customer satisfaction, and continuously improving our operations.

Scope

E&M Lifts Ltd supply, install, service and maintain through-floor lifts (installation only), stairlifts, baths, ceiling track hoists, beds and wheelchairs. Our customer base consists of individual residential clients, housing associations and care homes.

Our Company Commitment and Objectives

As a company we are committed to continually reviewing and improving our operations with our primary focus being on ensuring that we consistently provide a quality customer focused service every time.

To achieve this, we will ensure that we:

- ⇒ Prioritise customer satisfaction by proactively seeking customer feedback from clients, reviewing and seeking opportunities for improvement
- ⇒ Continually reviewing and improving our systems, processes, products and services
- ⇒ Invest in our employees continued professional development including them in our company reviews and process improvement initiatives
- ⇒ Apply a best practice approach not only to quality but health, safety and environmental practices

To support our commitment to continual improvement, we have set the following company objectives:

- ⇒ We are committed to meeting and exceeding the requirements of the ISO 9001 standard. Achieving and maintaining ISO 9001 certification will demonstrate our commitment to quality management and continuous improvement in all aspects of our operations.
- ⇒ We recognise the importance of efficient and effective service management. By continuously developing and evolving our software platform, we aim to enhance our operational capabilities, improve service delivery, and provide a seamless experience for our customers.
- ⇒ We are dedicated to strengthening our online presence and social profile to better connect with our customers, stakeholders, and the wider community. Through proactive engagement and communication, we seek to build trust, provide valuable information, and showcase our commitment to quality and innovation.
- ⇒ We are committed to reviewing and, where possible, reducing our impact on climate change. We will integrate sustainable practices into our operations, seek to minimise waste, reduce our carbon footprint, and promote environmentally friendly solutions in our services and products.



Implementation

This quality policy is communicated to all employees and will be reviewed at least annually to ensure its continuing suitability and effectiveness.

Signed and dated

Robert Evans

Managing Director

20.06.2024