



MEON
DELIVERING GREAT SURFACES

QUALITY ASSURANCE POLICY STATEMENT

Meon UK is committed to the supply of quality products sourced from responsible manufacturers complying with recognised and nationally approved standards.

All systems that are important to the effective delivery of products and services are documented in the company Integrated Management Systems Manual (IMS Manual), which is subject to on-going review to ensure that it continues *to satisfy applicable requirements and to meet the needs of the business and its customers*. This is part of an overall drive to systemisation, managed by an external assessor.

The senior management sets and reviews improvement objectives, which are also based on the changing needs of the business and its customers, in order to drive continuous improvements in *the quality management system and the provision of products and services*.

The IMS Manual includes an internal policy regarding Environmental Issues & User Protection, which are considered to be important factors in the responsible sourcing of our products.

We aim to achieve class-leading levels of customer satisfaction. All customers are protected by our complaints procedure, which guarantees to resolve issues raised by customers or to replace products that fail to meet their expectations.

Signed:

Name: GARY SPENCER

Position: MANAGING DIRECTOR

Dated: 28/02/2018

MEON LTD

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