



Mercedes-Benz

EvoBus



MUTEC

Quality Policy Statement

Our Vehicle Sales, Service, Parts and Test Centre operate under the authority and control of Mercedes-Benz, Evobus, Unimog, Versalift and The Road Safety Authority (RSA). The legal basis for our commercial arrangements are underpinned by Franchise Agreements, Service Contracts or Authorisations, depending on the supplier/body.

We have developed a Quality Management System which meets the requirements of the International Quality Standard ISO 9001:2015 to ensure a high level of professionalism in the sales, maintenance and testing of Heavy & Light Commercial Vehicles and Lifting Platforms.

In order to achieve this standard, the Mercedes-Benz Brand Guidelines, European Guidelines from CITA (Recommendation 9B) have been used alongside the RSA Guidelines on Test Centre Premises and Equipment 2013.

For MUTEC to achieve the above policy, every employee must;

- * Understand all applicable policies and regulations and the customer's requirements.
- * Be responsible and accountable for their quality of work.
- * Follow all applicable procedures and statutory requirements.

Our management team is totally committed to the above policies through the operation of our Quality Management System ISO 9001:2015 and we have implemented it in support of our Strategic Objectives to deliver consistent and high quality products and services. We confirm our commitment to complying with the requirements of the standard and continually improving the effectiveness of our Quality Management System and our organisation. We undertake to provide the necessary staffing and infrastructural resources to ensure the objectives of our business partners are met and our customers are satisfied with our services. In support of the Strategic Direction and Vision of our organisation we will establish and periodically review our quality objectives, communicate them regularly to our staff and continually review the System to ensure it is suitable to the needs of our Organisation.

We further commit to providing all necessary training, education and facilities to ensure that our Inspections and Tests are carried out to the highest international standards.

Through the implementation of the ISO 9001: 2015 Quality Management System we commit to ensuring that all of the processes in our business are directed towards ensuring the total satisfaction of our customers.


Managing Director

Dated: 20/2/2017