

## HC SLINGSBY PLC

### Mission Statement

Our mission is to become the leading supplier of industrial and commercial equipment in the UK and Ireland.

### Quality Policy

The expectation of a Slingsby customer is that the product meets the requirements specified in our publications and website, and in addition that the level of service experienced from order through to delivery meets all their requirements.

Slingsby staff understand that it is our customers that determine the value of our products and services.

As an organisation we are committed to building a working partnership with all our customers through honest, timely communications to give our assurance that all our products and services achieve the required quality and reliability.

At Slingsby we will achieve our goal of securing and maintaining the leading position in our market through:

- Consistently meeting product delivery requirements
- Maintaining honest and accurate information systems.
- Communicating effectively, both internally and externally, to ensure a full understanding of needs and expectations.
- Continually providing the right quality product at the right price.
- Monitoring our market position and reviewing our policies to adapt them to meet future challenges.

Through understanding and meeting our current and future customer needs, creating value from supplier relationships and developing internal and external customer satisfaction, we are making a stand to continually improve our Quality Management system.

Continual improvement will increase our brand awareness and further enhance the reputation of Slingsby as a successful business partner



**Dominic Slingsby**  
**Managing Director**

**05 March 2018**