

# Quality Policy Statement

**Mills CNC Ltd is committed to quality.**

**In the sale, supply, installation, service and application of CNC machines, and in the pre- and after-sales services we provide, quality, efficiency, and customer satisfaction are paramount.**

All our systems and processes (across all business operations) are regularly and systematically monitored and reviewed to ensure that our very high standards are met and are maintained. We expect all of our suppliers and partners to embrace a similar commitment to quality.

Mills CNC Ltd is committed to:

- *Ensuring a 'right first time - every time' delivery of our products and services*
- *Ensuring requests for quotations for our products and services are actioned promptly and professionally*
- *Maintaining company certifications*
- *Providing a safe and healthy working environment for all*
- *Conducting assessments of risks to the business and, through our annual management reviews, aligning Quality Management System (QMS) accordingly to ensure relevancy and effectiveness.*
- *Maintaining a continual improvement culture*

Mills CNC encourages a professional and systematic approach in the communication of its policies, procedures and business requirements within the company including customers, contractors, third party suppliers, and employees.



**Tony Dale**  
Chief Executive Officer  
September 2025



**Heath Redman**  
Chief Technical Officer  
September 2025



**Andrew Knight**  
Chief Finance Officer  
September 2025