

Quality Policy Statement

Mills CNC Ltd is committed to consistently providing high-quality products and services that meet customer and regulatory requirements, support our strategic direction, and enhance customer satisfaction.

In the sale, supply, installation, service and application of CNC machines, and in the pre-sales 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 our suppliers and partners to embrace a similar commitment to quality.

Mills CNC Ltd is committed to:

- *Targeting '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.*
- *Satisfying applicable customer, statutory, regulatory, contractual and Quality Management System (QMS) requirements.*
- *Establishing, monitoring and reviewing measurable quality objectives that support the company's strategic direction.*
- *Identifying and addressing risks and opportunities relevant to the business and, through our annual management reviews, aligning the Quality Management System (QMS) to ensure relevancy and effectiveness.*
- *Maintaining a continual improvement culture and continually improving our products, services, processes and the effectiveness of the Quality Management System (QMS).*

Mills CNC promotes a professional, consistent, and systematic approach to communicating its policies, procedures, and business requirements throughout the organisation and to all relevant interested parties, including employees, customers, contractors, suppliers, and other external partners.



Tony Dale
Chief Executive Officer
October 2026



Heath Redman
Chief Technical Officer
October 2026



Andrew Knight
Chief Finance Officer
October 2026