Quality Policy

The Quality Management System is consistent with ISO 9001:2015 and its purpose is to ensure the Company's objectives for continual improvement, efficiency and commitment to Quality is maintained at all times, therefore satisfying the needs and expectations of its customers, which are the Company's main operational goals. MiX is committed to continual improvement of our Quality Management System.

Company personnel have a responsibility to ensure that the customer receives a quality service, and that they demonstrate a high level of competence at all times. The Company's services and systems are designed, engineered and managed to meet the customers' requirements by the simplest and most cost effective means possible.

The Company is committed to a training policy that ensures all personnel have the necessary competence and training to perform their duties. The Quality Policy is understood by and communicated to all staff within the Company. It is the responsibility of Senior Management to investigate any quality problems and ensure that corrective action and/or preventative action is implemented as soon as possible. Senior Management shall also ensure our continued compliance with regulatory and statutory requirements, customer requirements are determined and met, therefore enhancing customer satisfaction.

To achieve the above the Company's Quality System and Quality Objectives are reviewed at regular intervals for continuing suitability, to ensure it is meeting the customer's needs.

This policy statement shall be made available to the public, upon request and subject to annual review to ensure its continued suitability.

Russell Lamb, Managing Director

July 2024