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**Accuracy.
Delivered.**

Accu Limited's Quality Policy

Our goal as a company is to provide our customers with an accessible online marketplace for precision engineering components, offering ranges of standard products alongside a unique custom manufacture service for non-standard requests.

Providing a reliable, efficient, and accurate service is of absolute importance to the company, and is a fundamental characteristic of the Accu brand. Accu Limited aims to ensure this high level of service by implementing a Quality Management System which complies with ISO 9001; an internationally recognised accreditation which demonstrates our ability to provide a consistently reliable service to customers, in full compliance with local and national laws.

Accu Limited employees should know that every individual within the company plays a unique and crucial role in its success. Every one of these roles has a part to play in the operation of a Quality Management System which meets or exceeds the requirements of ISO 9001.

Understanding, and adhering to, the goals and documented procedures of a Quality Management System is integral to providing an enjoyable customer experience, and by continually striving for improvement, we encourage our continued success in the future. The creation, monitoring, and achievement of our quality objectives is the gauge by which we judge the quality of our service.

While we must work to offer a service that we can be proud of, we must also recognise that we don't always achieve our own standards. When a discrepancy is found or a customer complains, we are committed to investigating the mistake and will do our best to find a solution.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the company directors on the system's implementation, status and effectiveness.

Martin Ackroyd
Chief Executive Officer

Neil MacPhee
Quality Manager

Alastair Morris
Managing Director

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