


<b>HCMUK Internal Operating Policy</b>					<b>HITACHI</b> 
<b>Quality Policy Statement</b>					
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Hitachi Construction Machinery (UK) Ltd (“HCMUK”) is an approved representative of Hitachi Construction Machinery Ltd, responsible for the sale of excavators and provision of after-sales services and parts to the UK and Ireland.

We recognise our customer’s right to expect the service and goods they provide to be delivered by the specified time in the specified condition at the agreed price and are committed to consistently provide high quality, professional and efficient services.

By challenging ourselves to continually improve through innovation, communication, and learning, we endeavour to exceed customer’s expectations through the provision of excellent lifetime value and consistent service, as well as meet legal and regulatory requirements.

Through the implementation of our quality management system that complies with the international standard of good practice BS EN ISO 9001:2015, we promote quality assurance activities, ensuring that we:

- consistently provide products and services that exceed customer expectations.
- facilitate opportunities to enhance customer satisfaction.
- meet applicable statutory and regulatory requirements.
- address risks and opportunities.
- continually improve and demonstrate conformity to specified Quality Management System requirements.

Organisational structure, planning activities, responsibilities, practices, procedures, processes, and resources are continually reviewed to ensure that systems remain effective, using the PDCA (Plan Do Check Action) closed loop.

The Management team are responsible for establishing, implementing, and maintaining the quality management system, as well as integrating it with other business systems. However, quality remains the responsibility of everyone here at HCMUK and we are committed to make information and resources available across the company to achieve quality related targets and objectives.

All new products and services are governed by our Product and Engineering Compliance Committee and Procurement Team to ensure that they meet the required standards to enter our supply chain.

To maintain and improve our quality performance, meet legislative obligations, and foster a culture of openness, transparency, and ethical responsibility across the entire business, we will invest in the skills, development, and diversity of our employees by providing the necessary training and guidance, incorporating feedback from employees, business partners and other interested parties.

We have embedded our Vision, Mission, and Values throughout our organisation to ensure that we place Safety, Quality and Reliability at the heart of all we do and recognise that only by providing outstanding services and superior product quality will we achieve our vision in being the Class Leading Solutions Partner.

Whilst we endeavour to produce work and offer a service that we can be proud of, we recognise that we do not always achieve our own standards. When a customer complaint, we are committed to investigating the complaint, and implementing improvements and corrective actions.



David Roberts - Chairman / CEO  
01/09/2022