

MUTEC

Quality Policy

The goal of the dealership is to achieve superior levels of customer satisfaction. The commitment of each member of our staff is essential to the realisation of this goal.

Senior management recognises that quality excellence can best be achieved by preventing problems rather than by correcting them after they occur. For this reason, we have implemented a risk-based process oriented QMS. Appointed members of the management team will take responsibility for ensuring that a continual improvement culture is established at all levels of the organisation. The dealership employs a management structure, which develops authority and responsibility for quality management.

At this present time, the dealership focuses its attention on the following quality related issues:

1. To ensure total customer satisfaction by implementing all applicable customer, statutory and regulatory requirements thereby becoming the preferred supplier to our customers.
2. Implementing a framework for setting and reviewing our quality business objectives.
3. Communicating a company-wide awareness of:
 - Quality related issues
 - Dealer management standards
 - The critical role that quality plays in our business activities.

Senior management considers the regulatory compliance and quality aspects of the dealerships business to be of paramount importance. A quality service that provides on-going customer satisfaction will guarantee the success of the dealership.

Copies of this policy will be kept available in designated locations for the benefit of all employees and stakeholders.

Signed: 

Gary Green
General Manager
Motor Distributors Ltd t/a MUTEC

Date: September 2026