

# QUALITY

metalraxstorage designs, markets, manufactures, supplies and installs a range of storage, racking and handling equipment to customer requirements. Products are available directly or via a network of Distributors dependent upon customer needs.

The company is able to offer a total turnkey design and installation service including liaison with architects and local authorities on behalf of the customer as necessary. A wide customer base embraces both public and private sector such as local authorities, warehousing, wholesale, retail, engineering, motor vehicle and so on. Information technology and CAD systems are employed within the company processes.

metalraxstorage is a founder member of the trade organisation SEMA (Storage Equipment Manufacturers Association) and is actively involved in the continuing development of product and service standards that will offer the customer improved choice, safety, regulatory compliance and value for money.

metalraxstorage is also a founder member of the Metalrax Group of companies.

## Our Goals

- To market, design, manufacture and install competitively priced products that comply to specified SEMA and other applicable requirements and to continually improve the product and level of service.
- To maintain a quality and environmental management system that satisfies the requirements of ISO9001: 2008 and ISO14001:2004
- To involve employees in company activities.

metalraxstorage will establish company objectives, derived from the business plan that are designed to meet our customers expectations.

The objectives of metalraxstorage will drive processes that are designed to continually improve all aspects of quality. Data is collected on a continuous basis and is presented at regular management review meetings for analysis. The objectives will be monitored, reviewed and revised to ensure continual improvement of the business processes.

Selected objectives will typically include: -

- Current and future company needs
- Marketing and customer satisfaction issues
- Internal product and process review
- Resources
- Opportunities for improvement

This policy is communicated to everyone working for, or on behalf of metalraxstorage and is available on request.

.....  
Andrew Timmins  
Director

Date.....

# metalraxstorage

Part of MRX Engineering Support Services Limited Registered in England 534026

Bordesley Green Road T : 0121 772 8151  
Birmingham F : 0121 772 6135  
West Midlands W: [www.metalrax-storage.co.uk](http://www.metalrax-storage.co.uk)  
B9 4TP E : [sales@metalrax-storage.co.uk](mailto:sales@metalrax-storage.co.uk)

**METALRAX**  
GROUP PLC

A Metalrax Group PLC company

buying  
solutions  
supplier

**sema**

**BSI**  
FM 10569  
EMS 540914

