

Quality Policy

James A. Cuthbertson Ltd. is a successful Scottish company which designs and manufactures winter maintenance equipment.

Our company is committed to providing the conditions which allow us to fulfil our clients' expectations and meet or exceed their requirements. Our extensive experience in this sector assists us to deliver the highest level of service possible to our customers. Thorough knowledge of our business allows us to identify and manage risks to our business and our customers, whilst identifying opportunities for improvement.


I believe that quality is the responsibility of each employee and it can be measured by levels of customer satisfaction and increased business. I will encourage awareness by all staff of the commitment to quality by the company through staff briefings, regular inspections and display of information.

Our company maintains a comprehensive, co-ordinated quality management system committed to continual improvement in the way it conducts its business. In order to reduce process risks and maintain the validity of the quality system, staff and clients' suggestions for improvements are welcomed and proactively sought.

Our management system complies with the requirements of ISO 9001 and is documented in our manual, procedures, and work instructions which show how our company will monitor, maintain, measure and continually improve our performance and our Quality System whilst providing a commitment to satisfy all and any applicable customer or regulatory requirements. Regular Management Reviews and audits of the system will be carried out and the necessary action taken to maintain its effectiveness.

Our company will establish clearly defined quality objectives which will be examined as part of the Management Review and I will ensure that these objectives are known and understood by all staff. This Policy provides a framework for the setting of those objectives, is appropriate to the purpose and context of the business and in turn supports our Strategic Direction. Our primary quality objective is to provide defect free products and services on time and within budget.

Our Management Review meetings will be held at intervals not greater than twelve months and during these meetings we will examine this policy to ensure it continues to reflect the requirements of the business.

Signed:  (Director) Date: 8th January 2024

(To be reviewed in January 2025)