



QUALITY POLICY STATEMENT

Customer Satisfaction

- Seeking to achieve superior customer satisfaction by doing the right things right
- Working to maintain profitable long-term relationships with our customers and our clients

Market Leadership

- Growing and developing our business by anticipating and meeting the needs and wants of our customers and our clients

Preferred Employer

- Recruiting, training and developing people who are proud to provide excellent service and to work for CPM Ltd.
- Maximising the contribution of our people to provide the best possible service for our customers and clients.

Operational Excellence

- Managing our business with proper attention to excellence and value for money
- Recognising that improving efficiency is essential to achieve high levels of customer satisfaction, particularly in terms of value for money and consistency

Financial Performance

- By maximising our performance in the above areas, ensuring that we achieve all our financial targets and grow our business.