

Lowther Hire Services Ltd
Quality Management Statement

Lowther Hire Services Ltd was established in 1984 to provide plant and vehicle hire to North East industry. We are based in Gateshead and employ 3 staff.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

1. regular gathering and monitoring of customer feedback
2. a customer complaints procedure
3. selection and performance monitoring of suppliers against set criteria
4. training and development for our employees
5. regular audit of our internal processes
6. measurable quality objectives which reflect our business aims
7. management reviews of audit results, customer feedback and complaints
8. working alongside suppliers who provide high quality products, with reliable delivery times and the ability to track and chase deliveries, enabling us to keep customers informed.

Our internal procedures are reviewed regularly by the managing director, with training offered to all staff to ensure the highest quality possible.

Emma Davidson takes full responsibility for sales, from liaising with customers to providing PODs on day of delivery. Wayne Watson is responsible for the testing and delivering of hire equipment to end user. All processes are overseen by John Lowther, MD to ensure the highest quality service and to ensure no substandard products or services are delivered.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the company.

Signed:  John Lowther (MD)

This revision dated: 11/9/25