



## QUALITY POLICY

Advent Lifts Services Ltd is a medium-sized business specialising in the design, supply, assembly, installation, and servicing of safe, stylish and energy efficient escalators, goods lifts, parking systems and passenger lifts in hydraulic and traction types including machine room less in Malta, Europe and North Africa.

Advent Lifts Services Ltd adopts a Quality Management System based on the requirements of **MSA EN ISO 9001:2015**

**Advent Lifts Services Ltd has established the following strategic objectives to be pursued through the Quality Management System:**



### LONG TERM VISION

- To establish long-lasting business relationships, both with customers and external providers, built on mutual trust that have strong potential for development and growth.
- To evolve and be at the forefront of the fast changing industry.



### CUSTOMER FOCUS

- To meet customer requirements in a timely and professional manner without ever comprising the business ethics and principles.
- To constantly strive to exceed customer expectations in terms of product performance, service level and value for money.
- To give the required and deserved respect and attention to all clients.



### RESOURCES

- To harness and develop the experience and knowledge earned over the years.
- To encourage the continuous professional development of employees with the aim to be constantly updated about changes in technology.
- To urge teamwork and cooperation between the employees of Advent Lifts Services Ltd and also with the customers.



### QUALITY

- To continuously improve the quality management system and the overall management of Advent Lifts Services Ltd.
- To constantly nurture the culture of good quality and continuous improvement across Advent Lifts Services Ltd.