



Whale®


Henderson

Quality Policy

Munster Simms Engineering Limited is engaged in the business of the design, development, manufacture, marketing, sale, and delivery of pumps, water systems, and water and space heaters, for the RV, Marine and other niche markets.

We are fully committed to maintaining the leadership position in customer service, product design, reliability and quality. We strive to exceed the quality standards expected by our customers in the delivery of reliable products and services, exceeding industry standards. We recognise that the customer is the final judge of the quality and value of our products and services.

We will create an atmosphere of teamwork, open communication and mutual trust to effectively drive continuous improvement. We will work with our customers and suppliers to create the most effective supply chain, encouraging partnerships at every level.

Quality, continual improvement and customer satisfaction are the personal responsibility of each employee and require total employee involvement. By undertaking relevant skills and quality awareness training, our Quality Management System is effectively implemented. Our policy and procedures continue to be appropriate, by initiating regular reviews to check their effectiveness and ongoing relevance.

Our Quality Management System is based on the requirements of BS EN ISO 9001:2008.

Patrick Hurst
Managing Director

