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Quality Policy

We at MTI Instruments, believe that our customers expect high-quality precision products and exceptional service. As such, we aim to continually improve both our products and the service we provide so we can meet our client's expectations and produce finished work that we can justifiably be proud of.

We aim to achieve this by implementing a management system that complies with the international standard of good practice ISO 9001. Our improvement process includes a commitment to meet the requirements of our clients, learn from customers' feedback, as well as legal and regulatory requirements and to continually improve our products and systems to ensure they remain effective.

All personnel within MTI Instruments are responsible for the quality of their work. MTI has an established systems, process, and tools to assist all personnel to achieve the standards required.

While it is our mission to produce work and offer a service that we can be proud of, we must recognize that we do not always achieve our own standards. When we receive a customer complaint, we are committed to investigating the complaint and will do our best to resolve all justified complaints.

The Quality Manager is responsible for monitoring the quality system and performance of MTI and reports regularly to the CEO, President, and to all department managers on the system's implementation, status, and effectiveness.

The objectives of MTI Instruments are set out in our Company Vision and Mission statement. The objectives for individual jobs are to carry out our work to the satisfaction of the client and in accordance with the contract as agreed with the client.