



The Wheel Specialist

ALLOY WHEEL REFURBISHMENT
& CUSTOMISATION

www.thewheelspecialist.co.uk

TWS Quality Policy

The Wheel Specialist is committed to providing stand-out quality and service; we aim for all work to be produced to the highest standard possible and ensure customer satisfaction. In order to achieve this commitment The Wheel Specialist has deployed the following tools:

- Internal Checks & Testing
- External Checks & Testing
- Full & Systematic Employee Training
- Regular Performance Monitoring
- Compliance Visits
- On-going research and development into new best practice and systems

With quality being such a core focus of the business; all branches must produce work to the high quality standard expected. The Wheel Specialist will take a pro-active approach in exploring new developments and technological advances in order to remain industry leaders.

Customer Commitment

We will give every customer prompt, courteous attention and our very best workmanship. We will handle every car and wheel with care. If there is extra work required we will give honest advice and competitive pricing. We will advise immediately of any delays or complications. Every branch of The Wheel Specialist will have comprehensive insurance that covers the customer's vehicle whilst in their care, as well as the wheels. A 12 month guarantee will be provided on the finish of all standard Powdercoat work, unless otherwise indicated.

Company Wide Quality Conformity

Every employee of The Wheel Specialist (and their Franchise's respective companies) shall be quality focused and uphold the values of The Wheel Specialist. All employees will work to ensure customer satisfaction and provide the highest levels of service, so as to never bring The Wheel Specialist's integrity into disrepute.

Through documented processes and procedures, The Wheel Specialist shall maintain the same high quality levels of work and service throughout the network. Taking pride in what we do and delivering superior services to our customer base shall be at the core of our business.