



## **Mission Statement**

Mr Steve The Locksmith has the following mission: To provide a good quality locksmith service at reasonable prices in a safe and friendly manner.

The objectives of the business are:

- 1) Provide a good practical solution to your lock and door needs.
- 2) Be friendly and helpful at all times.
- 3) Charge a reasonable fee for the services provided.
- 4) Use good quality products and fit them to a professional standard.
- 5) Work in and provide a safe working environment.
- 6) Offer helpful advice where possible.
- 7) Use the best industry practices to try our hardest to open locks rather than going straight to destructive methods.
- 8) To constantly learn about new methods and products to give the best up to date advice possible.
- 9) Attend jobs as close to agreed times as possible.
- 10) Provide a fast and efficient service without a reduction in quality.

To help achieve our mission Mr Steve constantly learns, practices and where possible attends the latest training courses available.

We are constantly testing and improving product choices as well as sourcing the best products that fit the customers needs.

We are constantly investing in and trying out new tools from around the world to maintain a high level of service at all times.

The latest safety equipment is sourced and provided where needed to ensure both the Locksmith and the customer is as safe as possible while work is undertaken and after work has been completed.

Signed

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Mr Steve The Locksmith  
29<sup>th</sup> June 2020