

## **Quality Management Policy Statement**

This is the Quality Management Policy Statement of Mathewson & Rosemond Limited

### **1. Objective and Commitment:**

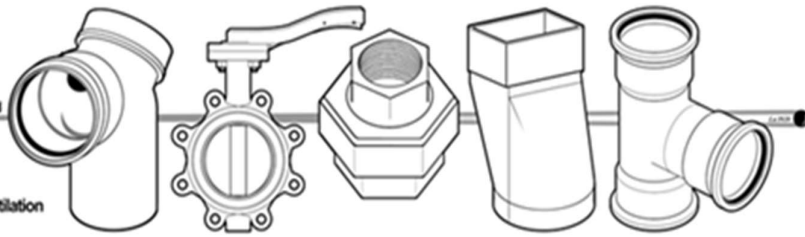
We are committed to implementing appropriate quality management systems and processes to enable us to deliver the highest attainable quality services.

We will therefore:

- Clearly understand the current and potential future requirements and expectations of our customers.
- Work closely with our customers, suppliers and partners to achieve business and quality objectives.
- Deliver services of the highest attainable quality, reliability and consistency that meet our customers' requirements.
- Implement quality management in a systematic and planned way through the application of management systems that support the delivery of the business plan.
- Educate and train our people to support the delivery of high-quality work.
- Establish a suite of Key Performance Indicators against appropriate quality objectives and/or targets.
- Utilise the KPI's to ensure both service performance and customer satisfaction; and
- Continually review and improve our processes and service delivery.
- Because we all share the responsibility for the delivery of high-quality services and for continual improvement. Long term relationships require on-going commitment to achieving business excellence.

### **2. Principles:**

- As a company, we pride ourselves on the delivery to our customers of services that are of a high quality.
- The implementation of a quality management system will enable the company to evaluate customer requirements, define processes that will contribute to the achievement of a service that is acceptable to the customer and it will keep those processes under control.
- A quality management system will provide the structure for continual improvement and thus increase the probability of enhancing customer satisfaction and the satisfaction of other interested parties. It will effectively provide the company and its customers with the confidence that the provision of service and products will be delivered to a consistently high standard.
- Quality management systems can assist organisations in enhancing customer satisfaction and contribute directly to company growth.



### 3. Requirements:

#### 3.1 Quality Management System

We will develop and implement an appropriate quality management system that addresses the following elements.

- Quality Management – ensuring a formalised and pro-active approach to systematic business management in meeting its many responsibilities. It will include a statement of quality policy defining the company’s fundamental approach to managing quality. It will be based upon common principles and provide a basis for continual improvement.
- Quality Responsibility – ensures that everyone involved in the quality aspects of the business has clearly defined responsibilities and that staff are responsible for the quality performance of their own areas within the business.
- Quality Priority – ensures that it is recognised that quality issues do not take precedence over health, safety or environmental issues, rather that the quality management system actively supports those issues.
- Quality Objective – ensuring that the principal quality objective is to set the standards that will deliver a consistently high quality of work throughout the company thus ensuring customer satisfaction and continual improvement in the level of service provision.

#### 3.2 Quality Achievement

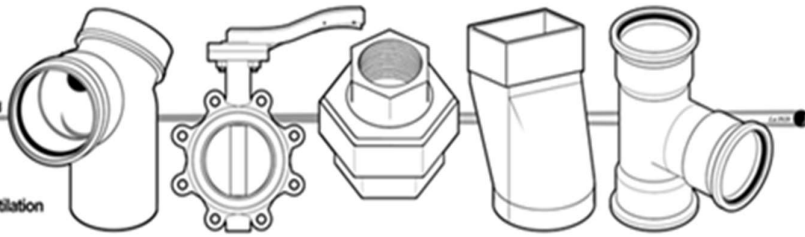
Within the operation of the Quality Management Systems, the company will ensure:

- Competency – Staff are adequately trained, motivated and competent for the job they are required to do.
- Quality Management Responsibility – A quality manager/representative is identified with organisational responsibility for the development and maintenance of the quality management system and is responsible for reporting to the highest organisational level of that business.
- External Services – The selection and approval of externally provided services will be controlled by the quality management system procedures, thus ensuring that the company’s health, safety and environmental culture is not compromised and staff, customers and third parties are not put at risk. Provision of these external services will be subject to regular review.

#### 3.3 Quality Promotion

Within the operation of the Quality Management System, the company will ensure that:

- Training – Appropriate training is provided to all those involved in the operation in



support of the Quality Management System.

- Quality Improvement – All staff are actively encouraged to propose solutions to improve both the Quality Management System and the quality-of-service delivery within the company.

#### **4. Responsibility and Authority:**

- Responsibility for the achievement of this policy standard rests with The Directors.
- The General Manager is responsible for implementing the policy standard, monitoring its implementation in the everyday activities of the company and to report to the Directors.
- All staff are responsible for the ownership and undertaking of their quality management functions in accordance with this Policy Standard and for its implementation.

#### **5. Evidence of Compliance:**

To demonstrate compliance with this Policy Standard, the following documentation is available:

- Quality Management Policy Standard (this document)
- Related policy statements (see web site)
- COSHH Risk and Control Document
- Health & Safety Risk Assessment Document
- Training Manuals
- Various Other