



## Quality Policy

The objective of Melhuish & Saunders Limited is to conduct all our activities to a high standard and to ensure that the quality of the work we produce should meet or exceed our clients' expectations at all times.

In order to achieve this objective, Melhuish & Saunders Limited will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001: 2015.

In particular, we will:

- Provide the most appropriate solutions to Clients, through assessment of their needs and demands;
- Proactively seek feedback from our customers on how well our services meet their requirements;
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence;
- Select and work closely with subcontractors and suppliers who enable us to create and deliver a reliable performance;
- Ensure all employees are customer focussed and support them with appropriate training and systems to ensure their competence always meets Melhuish and Saunders Ltd requirements;
- Provide a work environment that promotes the wellbeing of our employees, and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of our products/services and business processes;
- Ensure that all employees are aware of our Quality Policy and are committed to the effective implementation of our Quality Management System;
- Ensure that the company complies with all necessary regulatory and legal requirements;
- Strive for continual improvement through a review process, involving client feedback and identification of procedures that require improvement;
- Monitor and measure the effectiveness of our business processes and objectives through our Management Reviews and Internal Audit Processes.

The continual improvement of the effectiveness of our Quality Management System is fundamental to the success of our business and must be supported by all employees as an integral part of their daily work.

Approved by: **Darryl Mitchard**

Signed:

A handwritten signature in black ink, appearing to read 'Darryl Mitchard', written over a horizontal line.

Position: **Managing Director**

Date:

30/4/18