

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:

- Promote the Company Vision, Mission and Culture Statements both internally and externally
- Set appropriate project goals, department and individual KPIs (Key Performance Indicators) to support the goals outlined in the Company Mission Statement
- 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 and take appropriate action if needed;
- Select and work closely with subcontractors and suppliers who will support our Quality Policy and work to the same high standard
- Ensure all employees are customer focussed, working to the ISO 9001: 2015 Quality Management System and support them with appropriate training and regular performance reviews
- 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 through our Improvement Log procedure
- 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 regular progress reviews on live projects and via a project evaluation process on completion
- Monitor and measure the effectiveness of our business processes and objectives via Internal Audits and monthly Management Reviews of Key Performance Indicators

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:



Position: **Managing Director**

Reviewed: 20/05/2020