

Mahoney Contracts Ltd	Document No:	PO-050
Quality Policy	Revision:	1.2
	Date:	11/08/2021

Purpose

Mahoney Contracts are committed to providing defect-free services to its customers on time and within budget.

We are working to build a company that is regarded by its employees as one they are proud to work for, that communicates with them, listens and responds appropriately, values them and invests in them.

We strive to be the preferred supplier of our products and services in our field.

Mahoney Contracts is committed to continuous improvement and providing a framework for measuring and improving our performance.

Scope

The Organisation operates a Quality Management System that has gained ISO 9001:2015 certification, including aspects specific to its scope of certification.

The overall policy of the company is to provide the people, organisation and resources to supply our customers with the products and services that satisfy their requirement in every respect. Furthermore, it is our policy to continually improve our quality by monitoring, measuring and enhancing our quality and procedural systems.

This policy must have the full support of senior management and, together with procedures, ensure that activities are controlled in a manner compatible with achieving required service levels and obligations effectively.

Responsibility

Overall responsibility for the implementation of this policy lies with the Company Directors.

The Human Resources Manager is responsible for ensuring that the issue, review and revision of documents comply with this procedure; and maintaining the Document Control Register.

It is the responsibility of senior management to enable correct action to be implemented throughout the organisation. The management are committed to:

- Ensuring that need customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicating throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements
- Establishing the Quality Policy and to set Quality objectives at relevant functions, levels and processes
- Ensuring that the Management Reviews set and review the Quality objectives, and report on the internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.

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- Ensuring the availability of resources.

It is the responsibility of all staff to understand and adhere to the requirements of this Quality Policy and abide with the contents of the Quality Management System, in order to achieve a consistent approach to quality assurance.

Copies of the Quality Policy are made available to all members of staff and to relevant interested parties.

Implementation

Our quality policy aims to ensure that:

- We strive to be perceived by our customers as a company whose products, service and support consistently exceed those of our competitors.
- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains the most important aspect of our business.
- Our customer's requirements and expectations have been fully understood and met
- All work is carried out consistently to a clearly defined standard
- We strive to continuously improve our systems and procedures

Monitoring & Review

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of customer feedback
- A customer complaints procedure
- Selection and performance monitoring of suppliers
- Training and development for our employees
- Regular audit of our internal processes
- Measurable quality objectives which reflect our business aims
- Management reviews of audit results, customer feedback and complaints

The Quality Policy is regularly reviewed in order to ensure its continuing suitability.

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Approved:		Date:	12/08/2021
Reviewed:		Date:	12/08/2021
Prepared:	C. Mahoney	Date:	11/08/2021

Document Revision			Review Cycle:	12 months
Revision	Date	Prepared By	Revision Details / Changes	
1.0	16/04/2018	C. Mahoney	New policy	
1.0	16/04/2019	C. Mahoney	Reviewed – no updates made	
1.1	20/08/2019	C. Mahoney	Additional content added in accordance with ISO 9001:2015	
1.2	12/08/2020	C. Mahoney	Update to Purpose and Monitoring & Review	
1.2	11/08/2021	C. Mahoney	Reviewed – no updates made	