

Mahoney Contracts Ltd		Document No:	PO-050
Quality Policy		Revision:	1.0
		Date:	16/04/2019

Purpose

Mahoney Contracts are committed to providing customers with a high-quality service.

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.

Scope

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


It is the responsibility of all staff to adhere to the procedures in order to achieve a consistent approach to quality assurance.

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
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- Any complaints are dealt with efficiently and within an acceptable time period

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Reviewed:	S. D. Mahoney	Date:	16/04/19
Prepared:	cmahoney	Date:	16/04/19

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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