

Mahoney Contracts Ltd	Document No.:	4
Quality Policy	Date:	05/12/2017

Introduction

It is the policy of Mahoney Contracts Ltd, to provide customers with a high-quality service.

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 Mahoney Contracts Ltd policy to continually improve our quality by monitoring, measuring and enhancing our quality and procedural systems.

Implementation of the Quality Policy is the responsibility of every member of staff, starting with the Operations Director, who takes policy decisions which enable the correct action to be implemented throughout the organisation.

The Quality Policy has the full support of Senior Management and, together with Procedures, ensures that activities are controlled in a manner compatible with achieving required service levels and obligations effectively. It is mandatory that all staff 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

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 for our products and services in our chosen field.



Signed
Stephen Mahoney
Commercial Director



Signed
Richard Butcher
Operations Director

END OF POLICY

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