



DENHOLM REES & O'DONNELL LTD



QUALITY POLICY STATEMENT

The staff & management of Denholms Rees & O'Donnell (Engineers Ltd), are committed to the consistent provision of products and services, that will fully satisfy the demands and expectations of our customers. The services we supply shall comply fully with the requirements of ISO 9001:2015.

Top Management shall;

- Take accountability for the effectiveness of the QMS
- Communicate the importance of effective quality management and conforming to the QMS requirements
- Ensure the quality policy and quality objectives are established and are compatible with the context and strategic direction of the company.
- Set quality objectives and maintain as part of the QMS internal auditing, monitoring and management review process in order to enhance customer satisfaction
- Promote the use of a process approach and risk -based thinking.
- Ensure resources needed to fulfil the QMS are available, including training & support.
- Establish partnerships with suppliers and interested parties to provide improved services.

Our Objectives are:

- To promote continuous improvement
- To ensure that customers' total requirements are understood, including those for delivery and post delivery activities and statutory and regulatory requirements
- To ensure that we understand the customers' intended use of the product and take account of any relevant requirements not stated by the customer
- To satisfy defined specific contract specifications
- To operate the sites in a cost-effective manner and continually review and improve the effectiveness of the quality management system.

To accomplish these objectives, we have established and maintained an effective quality system, based upon the requirements of BS EN ISO 9001 2015. This system provides the basis for analysis of performance leading to improvements in the effectiveness of the quality system. Specifically, the business plan is aligned to the needs of our customers and subject to regular review. Specific, quantified annual targets are established through the business plan and management meetings, as necessary. These are expressed as Key Performance Indicators (KPI) for use by management in daily control of the works.

This policy will be communicated to all employees

Signed- Alan Hayes

Position - Managing Director

Date – 03/02/20 Next Review Date – 01/02/21