



QUALITY POLICY

Revision Record Sheet

To ensure that this Quality Policy, remains current and sufficiently meets our business needs we ensure that it is reviewed at least annually either by ourselves or external by 'Logic Safety Solutions Ltd' (consultants). The policy will additionally be revised in the light of legislative or codes of practice and organisational changes. Improvements will be made to the management by learning from experience and the use of established reviews.

The record below is evidence of these reviews and what (if any) changes have been made.

This record **MUST** be completed by any person conducting a review of the Quality Policy and then accepted by a senior member of A J Mechanical Ltd.

Issue number	Issue date	Description of Change	Approved by
01	30 th January 2020	First Issue v1 Policy	Daniel Boyle
02	17 th March 2020	Template change	Tony Boyle

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A J Mechanical Services Ltd

1. Introduction

The Company is committed to implementing and enforcing effective systems to maintain the highest levels of quality throughout the business.

Work carried out will be completely, accurately and indelibly recorded as required by the concerned contract and subsequent reporting and handling will ensure integrity and availability for as long as may be required.

Reports will describe the objectives of the work, the methods employed, and all measurements and observations made and accurately reflect the data and information obtained at the workplace.

Overall responsibility for policy implementation and review rests with the Company senior management. However, all employees are required to adhere to and support the implementation of the policy. The Company will inform all existing employees about this policy and their role in the implementation of the policy. They will also give all new employees notice of the policy on induction to the Company.

This policy will be implemented through the development and maintenance of procedures for appraisals and one-to-one meetings, using template forms, and guidance given to both managers and employees on the process.

2. POLICY STATEMENT

Scope

This policy applies to the whole organisation at all sites and covers all business activities.

The Company aims to ensure that its products and services always meet the needs of its customers in accordance with contractual requirements, its policies and procedures.

Company Management is committed to:

- ✓ Develop and improve the Company's Quality standards
- ✓ Continually improve the effectiveness of the Company Quality Procedures
- ✓ The enhancement of customer satisfaction

The management has a continuing commitment to:

- ✓ Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
 - All complaints and non-conformances are investigated by senior management to ascertain the source of the non-conformance and measures needed to prevent recurrence.
- ✓ Communicate throughout the Company the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- ✓ Establish the Quality Procedures and objectives, and ensure they are brought to the attention of all employees.
- ✓ Ensure the availability of resources to meet the requirements of the Quality Procedures, i.e. training and funds.

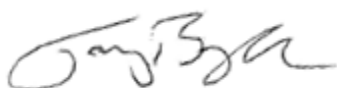
In order to meet the Company commitment to quality, the Company will:

- ✓ Ensure all employees are trained and competent in the tasks they undertake on behalf of the company and training records are held; training will be provided initially during induction and as required thereafter. Further training will be required should the scope of works undertaken by the Company change and/or following monitoring of the Quality Procedures for continual improvement.
- ✓ Ensure all employees understand the requirements of this Quality Policy and abide with the requirements of the Company Quality Procedures.
- ✓ Constantly monitor its quality performance, including on site performance during site visits, and implement improvements when appropriate.
- ✓ Regularly review this Quality Policy to ensure its continuing suitability.
- ✓ Provide information to individuals regarding monitoring of the Company Quality Procedures.
- ✓ Provide copies of this Quality Policy Statement to all employees.

This Policy was approved and authorised by;

Anthony Boyle – Director, A J Mechanical Services Ltd

Signature:



Date: 17th March 2020