



# R W Services Contractors Ltd

## Quality Management Policy

R W Services Contractors Ltd recognise the importance of achieving high standards of quality management and quality control and the impact this has on the effectiveness and sustainability of our business. We also recognise the need to continually improve and shall provide a framework for setting and reviewing objectives and measurable targets as part of the management review process. This is supported through the implementation and maintenance of a quality management system that is certified to BS EN ISO 9001:2015 by a UKAS accredited certification body.

We expect all our employees & sub-contractors working for us, or on our behalf, to strive to achieve and maintain the highest standards of quality performance at all times and to comply fully with the provisions laid down in the policy & the quality management system.

### Aims:

To ensure the effective implementation of this quality policy we will:

- Provide the necessary infrastructure and work environment to meet the requirements of the quality management system;
- Ensure the availability and competence of resources to meet the requirements of this policy;
- Set measurable objectives for continuous improvement;
- Monitor & measure the effectiveness of our processes and company objectives through our management review and internal audits;
- Measure & monitor customer satisfaction;
- Analyse the causes of any complaints and take appropriate action to prevent recurrence;
- Encourage all employees to identify problems and make suggestions to improve all aspects of our working practices.

Senior management will review this policy annually, or following organisational change. This policy will be communicated to all our employees and organisations working on our behalf, displayed at our office, on our website, and are made available to third parties.

Signed: 

Date: 31/01/2019

Director - R W Services Contractors Ltd

Subject: R W Services Contractors Ltd: Quality Management Policy	RWS106 - Version 2	Author: C. Morgan
Effective Date: 05/2018	Last Update: 10/09/2018	Authorised By: J. Hallahan
		Next Review: 31/01/2020