

	MANAGEMENT MANUAL			
	Chapter: QUALITY POLICY	Code		Chapter No.: 6
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6. Quality Policy:

Purpose

This section establishes the Quality Policy as the fundamental basis for the delivery of our services. Its purpose is to meet and exceed our customers' expectations, strengthen the commitment of our employees, and promote continual improvement throughout all areas of the organisation.

Scope

This Quality Policy applies to all activities and processes carried out by our engineering consultancy, covering everything from the identification of customer requirements through to the delivery and implementation of optimum, tailor-made solutions.

Responsibilities

The implementation, monitoring and continual improvement of this Quality Policy are the responsibility of:

- Managing Director: Ensuring strategic alignment and overseeing compliance with the Quality Policy.
- Department Managers: Leading the implementation of the Quality Policy within their respective teams and operational processes.
- All Employees: Actively contributing to the achievement of quality objectives and to the continual improvement of the Quality Management System (QMS).

Related Documents

- Quality Management System Manual
- Project-specific procedures and methodologies

Quality Policy

As an engineering consultancy, we are committed to delivering solutions that meet the highest quality standards while continually improving our processes to satisfy our customers' requirements.

Our Quality Policy provides the framework for establishing and achieving our quality objectives and is fully aligned with our strategic direction. It is based on the following principles:

Meeting Customer Requirements

We are committed to identifying, understanding and fulfilling our customers' requirements, together with all other applicable requirements. We ensure that our solutions are effective, delivered on time, and aligned with agreed expectations regarding quality, delivery schedules and results.

Continual Improvement and Operational Excellence

We adopt a systematic approach to the continual improvement of our processes and services, focusing on the optimisation of resources, operational efficiency and the implementation of innovative solutions that create added value for our customers.

Employee Development and Commitment

We recognise that the quality of our services depends directly on the competence, commitment and motivation of our people. We therefore promote continuous professional development, specialised training and a working environment that encourages excellence and a strong commitment to quality.

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Collaborative Working and Effective Communication

We foster an organisational culture based on collaboration, mutual respect and open communication, both internally and externally.

We maintain transparent and trustworthy relationships with our customers, suppliers and employees, ensuring that expectations are managed fairly, consistently and professionally.

Quality and Sustainability

We ensure that quality is maintained throughout every stage of a project, from initial concept through to implementation.

In addition, we promote sustainable practices that not only contribute to environmental protection but also strengthen long-term relationships with our customers by building trust and encouraging lasting cooperation.

Health and Safety in the Workplace

Health and safety are fundamental priorities across all our operations.

We are committed to complying with all applicable health and safety legislation and to implementing practices that minimise risks while protecting our employees, customers and the environments in which we operate.

Commitment to the Continual Improvement of the Quality Management System

We maintain a Quality Management System that is regularly reviewed and evaluated to identify opportunities for improvement.

We actively encourage adaptation to changes in the business and technological environment, continually striving for excellence in all aspects of our activities.

This Quality Policy is reviewed and updated on a regular basis to ensure its continued suitability and effectiveness. It is communicated to all employees to ensure understanding and compliance and is made available to all relevant interested parties.

Signed
Managing Director