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## Policy 16: Quality Policy Statement

Issue: January 2020:

It is the established objective of MAM Contracting to provide its Customers with services which comply in all respects with their agreed requirements and which integrate with their stated expectations and needs. To assist this policy we have prepared and implemented a Quality Management system to the requirements of the ISO 9001:2015 standard which also takes into account our organisational context.

MAM Contracting implements its quality objectives through the operation of a Quality System in compliance with ISO 9001:2015. The Quality System includes measurable quality management objectives, policies, organization and procedures associated with all relevant Company activities. The effective operation of the Quality System throughout the company requires the exercise of individual responsibility by each person.

MAM Contracting operates a policy of continuous quality improvement which relates to the personnel, materials, equipment and systems employed within MAM Contracting. This policy is integrated with the operation of the Quality System and applies to internal processes as well as external services for the customer.

As part of this Quality Policy, the Quality Representative has the responsibility and authority to develop, co-ordinate and monitor the implementation and effectiveness of MAM Contracting Quality System.

This policy is endorsed and authorised by the Director of MAM Contracting and is reviewed at intervals not exceeding 12 months.

Targets for improvement will be set annually at management review meetings and communicated to all staff. This policy is available to all staff within the organisation and also made available to any interested parties upon request.

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Approved By :



Date : 4<sup>th</sup> January 2024

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