



Commitment to Quality

Quality is integral to all our working practices. We believe that it is critical to the success of our business. From the smallest processes to the largest contract, quality is our passport to customer satisfaction and to our future business.

The key elements of our approach to Quality are based on the following Quality Principles:

Customer focus

We depend on our customers and are committed to supplying them with high quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations.

Leadership

The Senior Management Team is committed to maintaining compliance with all statutory, regulatory, legislative and contractual requirements. We provide an internal environment in which our people can become fully involved in achieving the organisation's quality objectives.

Engagement of people

We recruit and retain highly motivated, competent people. Our people are our most important resource. We encourage their full involvement in order to develop their abilities for the benefit of the individual and the company.

Process approach

We manage our activities and associated resources as a series of planned processes to deliver the right product, within the correct time scales, costs and with minimum wastage, while seeking to maximise efficiency. We are committed to the continuous improvement of our work and services that we provide and to the effectiveness of our Integrated Management System. We set clear quality objectives and monitor our progress towards their successful achievement.

Evidence based decision making

We measure our performance in key activities and use the data collected to make informed and effective decisions on how to improve our processes.

Relationship management

An organisation and its clients, suppliers and collaborative business partners are interdependent. We seek to develop mutually beneficial relationships to improve Quality leading to greater reliability, enhanced services and increased efficiency.

The aim of our Integrated Management System is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and processes
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times

B. & M. McHugh Limited
QUALITY POLICY STATEMENT



- Any complaints are dealt with efficiently and within an acceptable time period

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

This quality policy statement has been implemented into the Integrated Management System and will be reviewed at regular intervals.

A handwritten signature in black ink, appearing to read 'James McHugh'.

James McHugh
Managing Director
March 2021