

QUALITY POLICY

The Management of the Mercia Group have a policy of continual improvement. In line with this policy the organisation recognises the benefits of and commitment to operating the business in compliance with the requirements of ISO 9001:2015 and any other requirements as deemed applicable.

It is the Managing Director's wish to ensure that the organisation complies with and fully embraces the spirit of the requirements of ISO 9001:2015 which shall be subject to internal and external audit at regular intervals. This will provide a framework for establishing and reviewing quality objectives and enable us to maintain a structured and consistent approach to business, maximise internal efficiency and maintain through its adoption, the very highest standards of customer care possible.

The organisation complies with and seeks to exceed the requirements of the Health and Safety at Work Act: 1974 and commits to satisfying all applicable requirements.

It is the Managing Director's belief that in adopting the procedures implicit within this standard, it will enable us to increase the organisation's operating efficiency, minimise wastage and hence improve profitability, whilst maintaining and continuously improving the effectiveness of the Quality Management System and levels of customer satisfaction.

The Managing Director will invest in training as and when required to promote the development and knowledge of its employees who are regarded as a key asset to the organisation.

Our aim is to always achieve total customer satisfaction with the services we offer so customers continue to choose us as their preferred supplier and also confidently recommend our company to other potential customers.

This policy statement is to be reviewed for continuing suitability and shall be communicated to, understood and followed by all personnel at all levels employed by the organisation and will be made available to any interested party on request.

Managing Director: WARREN HOLLAND