

## M02

# Quality Policy

Arrol & Snell Ltd. has established this quality policy to be consistent with the purpose and context of their organisation. It provides a framework for the setting and review of objectives in addition to their commitment to satisfy applicable clients', regulatory and legislative requirements as well as a commitment to continually improve the management system.

**Client focus:** As an organisation Arrol & Snell Ltd. have made a commitment to understand their current and future clients' needs; meet their requirements and strive to exceed their expectations.

**Leadership:** Senior management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

**Engagement of people:** As an organisation Arrol & Snell Ltd. recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for the company's benefit.

**Process approach:** As an organisation the company understands that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

**Improvement:** They have committed to achieving continual improvement across all aspects of our quality management system; it is one of their main annual objectives.

**Evidence-based decision making:** As an organisation Arrol & Snell Ltd. have committed to only make decisions relating to their QMS following an analysis of relevant data and information.

**Relationship management:** Arrol & Snell Ltd. recognises that an organisation and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

The company's policy is also to meet the requirements of other interested parties and in meeting their social, environmental, charitable, regulatory and legislative responsibilities.

Arrol & Snell Ltd. has produced quality objectives which relate to this policy and they can be found in document R04-01 Quality Objectives.

This policy is available and communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company Noticeboard and Intranet.

Authorised by:



Position: Senior Architect/Director

Date Approved: 9<sup>th</sup> October 2018

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