

Quality Management Policy

Statement of Policy

Through monitoring procedures, Moreton Hayward Limited seeks to ensure that the Company operates in accordance with our strategy to assure quality services are provided robustly and cost effectively to our clients. Within this context, the Company has adopted a pro-active approach to quality assurance and enhancement.

Our objectives:

The overall quality objective is to ensure that the Company delivers a consistently high level of service throughout our business. The Company is committed to implementing appropriate quality management systems and processes to enable the delivery of the highest practicable quality services. This will enable the Company to:

- Analyse customer requirements.
- Define processes that will contribute to the achievement of a service that is acceptable to the client.
- Keep the processes under control.
- Provide the framework for continual improvement thus increasing customer satisfaction.
- Effectively provide the Company and its clients with the confidence that the provision of our services will be delivered consistently to predetermined high standards.

We will therefore:

- Clearly understand the current and potential future requirements and expectations of our clients.
- Work closely with our clients and suppliers to achieve business and quality objectives.
- Deliver services of the highest practicable quality, reliability and consistency that meet our clients requirements effectively.
- Implement quality management in a systematic and planned way through the application of management systems that support the delivery of the business plan.
- Ensure all employees are trained to the appropriate level to ensure that they are competent to perform the tasks for which they are employed and to deliver high quality work.
- Establish and measure performance and customer satisfaction against appropriate quality objectives and/or targets.
- Operate a continuous and effective process of planning, implementation, monitoring and review.
- Continually review levels of service.

- Ensure responsibility is taken for the delivery of high quality services and for continual improvement. We believe long term relationships require on-going commitment to achieving business excellence.
- Regularly undertake internal business audits to show commitment to continual improvement of the service we provide.
- Keep records to show that equipment requiring regular servicing and/or calibration will be safe to use therefore eliminating major health and safety issues.
- Ensure all personnel understand our quality policy and objectives and apply for continual improvement of our services, thereby improving customer satisfaction and ongoing relationships.

The principal quality objective is to set the standards that will deliver a consistently high quality of work throughout our business activities thus ensuring customer satisfaction and continual improvement in the level of service provision.

Director in charge of Quality Management: Matthew Moreton. Policy Administrator, Marie Moreton, Practice Manager.

Marie Moreton, Practice Manager.....

Matthew Moreton, Director in Charge.....

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