

Quality Policy, Statement of Intent

PLY2, Dated: 2nd March 2018 (Rev. K)



Morland Utilities Limited understand the requirements of the quality standard BS EN ISO 9001:2015 and in particular the focus on customer and client requirements, needs and expectations.

It is the company's policy to operate in accordance with the documented and independently certified Quality Management System, complying with the requirements of BS EN ISO 9001:2015.

In order to achieve this, the company is committed to:

- Meeting the customer and relevant regulatory and legal requirements
- Ensuring the availability of the resources necessary to fulfil the requirements of the Quality Policy
- Communicating the Quality Policy, and its importance to all employees and those who carry out work on their behalf.
- Ensure that all employees have an understanding of quality and know of the companies' objectives and goals.
- Have clear defined roles and responsibilities for each company position recorded upon Job Descriptions.
- Morland Utilities complete regular audits and reviews of its activities to ensure customer satisfaction, expectation and needs are met.
- Measurement of Quality performance, monitoring of trends and investigation of any shortfalls in Quality.
- Incorporate Quality planning, organisation, control and review with reporting into all the companies' activities.
- Continually improve the Quality Management System

Morland Utilities Quality Goal:

- Ensuring all employees work towards a common goal of customer satisfaction working within the Quality System minimising error and non-conformity.

This Quality Policy Statement, Objectives and Goal are subject to regular formal review on a minimum of an annual basis.

A handwritten signature in black ink, appearing to read "SLO".

Steve Holland
Managing Director

Next Review Date: 2nd March 2019