

# QUALITY POLICY

MARTEK CONTRACTS LTD  
JANUARY 2021



Martek Contracts Limited aims to provide defect free products to its customers on time and within budget. The Organisation operates a Quality Assurance System (QAS) which includes aspects of quality with specific relevance to workmanship, durability and aesthetics.

The company's management is committed to:

- Developing and improving the Quality Assurance System.
- Continually improving the effectiveness of the QAS.
- Enhancing customer satisfaction.

The management has a continuing commitment to:

- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicating throughout the organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establishing the quality policy and its objectives.
- Ensuring that the Management Reviews set and review the quality objectives, and report on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the QMS.
- Ensuring the availability of resources.

## Defining the Policy

In summary:

- Copies of the quality policy are made available to all members of staff at induction and all staff understand the requirements of the quality policy and abide by the requirements outlined in the stipulated guidelines.
- The Organisation complies with all relevant statutory and regulatory requirements.
- The Organisation constantly monitors its quality performance and implements improvements when appropriate.
- This policy is regularly reviewed to ensure its continuing suitability for purpose.
- As a means of communicating the effectiveness of the QAS, copies of Management Reviews or extracts are provided to individual members of staff in accordance with their roles and responsibilities.

A handwritten signature in blue ink, appearing to read "Derek Galloway".

**Derek Galloway**  
**Managing Director**

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