

# Quality Policy, Statement of Intent

PLY2, Dated: 2<sup>nd</sup> March 2017 (Rev. J)



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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. The company also understands the advantages from managing the companies' activities in a qualitative way ensuring customer satisfaction and mitigating corporate risk.

Morland Utilities has a number of Quality Objectives that enable the Company Goal to be achieved together with a commitment to continuous improvement.

- Morland Utilities complete regular audits and reviews of its activities to ensure customer satisfaction, expectation and needs are met.
- Provide clear and concise understandable information to employees and sub-contractors on quality matters.
- Have clear defined roles and responsibilities for each company position recorded upon Job Descriptions.
- Ensure that all employees have an understanding of quality, and know of the companies' objectives and goals.
- 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.

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 "SHO".

**Steve Holland**  
**Managing Director**

Next Review Date: 2<sup>nd</sup> March 2018