

## QUALITY POLICY STATEMENT

LMAC Group Limited aims to ensure that the services to our clients and customers meet their established requirements and are provided safely and on time. This will be achieved by compliance with LMAC Management System and a commitment to improve the effectiveness of the system.

- The Management System is designed to comply with the requirements of ISO 9001.
- We are committed to involving our clients, customers and suppliers in the development and operation of the systems.
- Our aim is to 'get it right first time' and we are committed to inspecting at least 10% or higher of all work undertaken on each contract to meet client requirement and ensure client satisfaction.
- We will develop our staff to ensure that they are able to fully implement the management systems and work in partnership with our clients, customers and suppliers to provide and improve the services. Our staff at all levels within the organisation have a responsibility to understand their duties and perform their tasks accurately.
- The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality Management System.
- The Organisation has a Policy of promoting continual improvement and setting of Quality Objectives in line with the framework laid down within ISO 9001 Standard. These objectives will address the risks and opportunities within the Organisation as determined by Top Management and will be regularly reviewed.
- The Quality System will be monitored, measured, evaluated and enhanced regularly under the Top Management's ultimate responsibility, with regular reporting and communication of the status and effectiveness of the management system at all levels throughout the Business.



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**Lee McDowell**

Managing Director

LMAC Group Limited

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