|  |  |
| --- | --- |
| Company Name: | Mando Solutions Limited (“the Company”) |
| Policy Name: | Quality Policy |
| Policy Reference Number: | P001 |
| Version: | 6.0 |
| Written by: | Lucy Herlihy |
| Position: | Consultant |
| Authorised by: | Rachel Corcoran |
| Position: | Director |
| Signature: |  |
| Date of Authorisation: | 16-Jan-23 |
| Issue Date: | 16-Jan-23 |
| Review Date: | 16-Jan-24 |

Mando Solutions Ltd (the Company) aims to identify and conform to the needs of our customers on time and within budget.

The Company operates a Quality Management System that has gained BS EN ISO 9001: 2008 certification, including aspects specific to specialist providers for operatives across all industries.

The Management is committed to:

1. Develop and improve the Quality Management System;
2. Continually improve the effectiveness of the Quality Management System;
3. The enhancement of customer satisfaction.

The Management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction;
2. Communicate throughout the Company the importance of meeting customer needs and all relevant statutory and regulatory requirements;
3. Establish the Quality Policy and its objectives;
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System;
5. Ensure the availability of resources.

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Company complies with all relevant statutory and regulatory requirements.

The Company constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed to ensure its continuing stability.

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communication the effectiveness of the Quality Management System.

Appendix 1: Revision History:

|  |  |
| --- | --- |
| Version | Revision Required |
| 1.0 | Template updated in line with company branding |
| 2.0 | Template update |
| 3.0 | Template update, lay out of all policies, policy numbering, written by, authorised by. |
| 4.0 | Annual review. Update required to company logo |
| 5.0 | Annual review – no changes identified |
| 6.0 | Annual Review – no changes identified |
| 7.0 | Annual Review – No changes identified |