



McPhillips (Wellington) Limited is committed to standards of service throughout the business that are intended to exceed our customer expectations. We operate our management system in accordance with the requirements of ISO 9001:2015, best practice principles and with consideration of customer needs.

Our customer's expectations are extremely high and they demand the best from both our products and service, we aim to satisfy these requirements at all times. This is achieved through the efforts of every employee taking responsibility for the quality of their own work, along the principles of Plan Do Check Act, establishing appropriate objectives, delivering these objectives which in turn drive continual improvement.

The overall objectives of the management system is to ensure we,

- Provide consistent services and products that satisfy customer, statutory & Regulatory requirements
- Take opportunity to enhance customer satisfaction
- Address risk and opportunity associated with the business context and objectives
- Demonstrate conformity to QMS requirements

To help us achieve these overall objectives improvement plans will be implemented in line with SMART principles (Specific, Measureable, Achievable, Realistic, Time bound) whilst engaging recognised quality principles.

- Customer focus
- Leadership (Honesty, Respect, Integrity)
- Engagement of people
- Process approach
- Improvement
- Evidence based decision making
- Relationship management

The management team will ensure that adequate resources (time, finance and personnel) are provided to deliver this policy. This demonstrates our commitment to our staff, customers, business success. We are committed to the continual improvement of our business performance, management system and the requirements of ISO 9001:2015. We will ensure our staff are, at all times, competent to deliver the service by ensuring their ongoing development through training and review.

The Quality Policy is published throughout the company to ensure it is fully understood by all members of staff. It is also available on request to any interested party and is subject to review periodically, or as a result of any significant impact or change which may have an impact on its delivery.

Signed

Paul Inions  
Managing Director

5th April 2021  
Reviewed annually

**McP 75/4**

