ENG-CAD is committed to responding promptly and effectively to customer needs. Technical excellence and standards of the highest quality and integrity will continue to be applied to solving problems and delivering professional, appropriate solutions in an efficient, transparent and cost-effective manner. We will measure our performance in meeting customer requirements and work with them to continually improve the services that we provide.

In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the management will:

❖ Monitor and measure the effectiveness of our business processes and company objectives through our Management Reviews and Internal Audit Processes.
❖ Monitor customer satisfaction and regularly review/update objectives to commit to continual improvement.
❖ Analyse the causes of any complaint and wherever appropriate modify existing company procedures to prevent recurrence of any non-compliant practices.
❖ Ensure the availability and competence of the support resources for all core processes.
❖ Ensure that the company continues to provide its services to all clients (and their employees) equally, without discrimination on the basis of colour, race, nationality, ethnic or national origin.
❖ Provide the necessary working environment to ensure the safety and wellbeing of all our employees, sub-contractors and visitors alike.
❖ Encourage all employees to identify problems and make suggestions to improve all aspects of our working practices. These will be actively considered by senior management and appropriate actions taken and communicated to improve any perceived or actual failings.
❖ Ensure that all employees are aware of our Quality Policy and committed to the effective implementation of our Quality Management System.
❖ Ensure that the company continues to comply with all necessary statutory, regulatory, legal and other applicable requirements.

The achievement of our quality objectives and continual improvement is fundamental to all activities carried out within our company and must be practised by all employees/sub-contractors as an integral part of their daily work. This document is available to interested parties on request.

David Tucker
Managing Director
06/01/2020