

ENG-CAD

QUALITY POLICY

ENG-CAD is committed to responding promptly and effectively to customer needs in a safe and environmentally friendly manner. 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 customers' requirements and work with them to continually improve the services that we provide.

To achieve this objective, the organisation will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the organisation will:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them.
- Monitor and measure the effectiveness of its business processes and objectives through **management reviews and the internal audit process**;
- Proactively seek feedback from customers on how well its services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Recruit employees who are customer-focused and support them with **appropriate training and systems** to ensure their competence always meets the organisation's requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's services and business 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, particularly when operating in foreign environments where the local culture is less tolerant to the importance of equality and non-discrimination
- Ensure **that all employees are aware** of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensure that the organisation complies with all necessary regulatory and legal requirements.

The continual improvement of the organisation's Quality Management System is fundamental to the success of its business, and must be supported by all employees as an integral part of daily work.

Signed on behalf of Directors:



Position: **DIRECTOR**

Date: **18/6/19**