

Quality Policy Statement

It is the policy of ECO MEP to provide its customers, with a high quality service that exceeds their expectations and satisfies all applicable requirements, thereby ensuring high levels of customer satisfaction.

To supply our customers with the products and services they require we have developed a Quality Management System that satisfies the requirements of ISO 9001:2015.

This has involved defining our business context and ensuring that our management system is aligned to and integral to our strategic business direction.

We are committed to the involvement of all our staff in implementing and continually improving the effectiveness of this system and will provide the personnel and resources to ensure that the importance of meeting and exceeding customer requirements is communicated and understood throughout our organisation.

For this policy to succeed, the management ensures that we:

- Regularly review quality systems to ensure continual improvement with the aid of job process sheets, etc
- Set objectives rather than dictating detailed procedure and structures for staff and students to operate in
- Measure and improve company performance through the development of Key Performance Indicators (KPI's)
- Ensure all employees are aware of their responsibilities within the Quality Assurance Policy
- Promote team work at all levels to include daily job chats and tool box talks.
- Promote consistency rather than standardisation across throughout all areas of the company
- Provide resources and training necessary to ensure employees meet the required level of quality and performance to maintain a high standard of workmanship.
- Carry out regular appraisals with employees to encourage a committed and motivated workforce to produce the highest level of service to our customers.

- Ensure that all sub-contractors and the others who are involved in our projects meet the required quality standards with the aid of the sub-contractor questionnaire.
- Ensure Health & Safety policy is implemented at all times with risk assessments and method statements produced where required.
- Form an effective communication structure including keeping the client informed and involved at all stages of the project
- Minimise the waste of materials and resources in line with our Environment Policy
- Handover quality projects on time, within budget and defect free with the provision of all required documents.
- Is underpinned by the concepts of quality and fairness.

Please also be aware that Quality Management forms part of our Integrated Management System which confirms to ISO 14001:2015 (Environmental Management) and ISO 45001:2018 (Health & Safety) as well as ISO 9001:2015.

Furthermore, we will identify risks and opportunities as they present themselves to the business and establish, communicate, monitor and review quality objectives on a regular basis in order to foster continual improvement in all our activities. This policy will be reviewed for continuing suitability and effectiveness at Management Reviews as required and appropriate.

This policy will be available to any interested parties and is published on our website.

Signed: 

P HOOKER, Director

Dated: 14th February 2023