

## Quality Policy Statement

The R&M Williams Board of Directors strives to ensure that the business provides services of a consistent quality, within defined specifications, acceptable to its customers.

To achieve this, R&M Williams has created and implemented an effective ISO 9001 quality management system which is subject to regular management review.

### Our goals:

- Develop and continuously improve the quality management system
- The provision of services that consistently meet or exceed the customers' specifications and expectations
- Provide defect free products
- The enhancement of client satisfaction

### Our commitment:

- Establish a Quality Policy and annual objectives.
- Plan our activities based on risks and opportunities.
- Provide adequate information, instruction, training & supervision to employees, so that they are competent to carry out their work.
- Regularly communicate and consult with employees, stakeholders and interested parties on matters affecting the quality management system.
- Regularly measure and review our quality performance.
- Obtain customer feedback and investigate non-conformance.
- Audit the effectiveness of our quality management system with the aim of continual improvement.
- Make the necessary resources available to implement this policy.

A further aim of R&M Williams is to implement all its procedures and activities correctly, first time.

This policy applies to all departments within R&M Williams and will be next reviewed on the 30-11-2025 by the Board to ensure its continuing suitability, adequacy, and effectiveness.

Signed:



**Mark Williams**

**Managing Director**

**Date: 31/10/2024**



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