

MURRAY & WILLIS LIMITED		
Integrated Policy Manual		
ISO 9001: 2015, ISO 27001: 2013 & ISO22301: 2012		
Issue : 13	Schedule IPQ01	
	Effective Date	11/11/21

Quality Policy

MURRAY & WILLIS LIMITED recognises that the disciplines of quality, health and safety and environmental management are an integral part of its management function. The company views these as a primary responsibility and to be a key to good business practices. Our Quality Management System has gained BS EN ISO 9001 : 2015 certification. The scope of our activities are specialist refurbishment contractors within the financial, education, hotel and leisure, healthcare, museums and national trust and quality residential industries.

Registered Address: Units 4 & 5 Cannock Wood Industrial Estate, Cannock Wood Street, Rawnsley, Staffordshire, WS12 0PL.

The Company's Quality Policy calls for continuous improvement in its Quality Management activities, and business will be conducted according to the following principles:

We will:-

- Comply with all applicable statutory laws and regulations
- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Follow a concept of continuous improvement and make best use of our management resources in all Quality matters
- Communicate our Quality objectives and our performance against these objectives throughout the company and to interested parties.
- Take due care to ensure that activities are safe for employees, associates and sub-contractors and others who come into contact with our work
- Work closely with our customers and suppliers to establish the highest Quality standards.
- Adopt a forward-looking view on future business decisions, which may have Quality impacts.
- Train our staff in the needs and responsibilities of Quality Management

The Murray & Willis philosophy is built upon mutual trust, we go the extra mile to ensure that every contract, whatever its size or complexity, is completed on time using our in-house labour, within budget and to the quality our clients demand.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Signed: - 
Managing Director

Date: - 11th November 2021

Original Approval Date 18th November 2009