



MAC Roofing Quality Policy

The Management of MAC Roofing and Contracting Ltd believe that delivering a construction project which not only satisfies the customer's requirements but exceeds their expectations is paramount in providing a quality service. To this end, Senior Management are committed to complying with the applicable requirements of the international quality standard BS EN ISO 9001:2015 and have put in place a quality management system which complies with this Standard.

Senior management understand the importance of improving the quality management system and are fully committed to continually improving the system. Management will support appropriate ideas and initiatives and will provide adequate resources, up to date plant and equipment and appropriate technology will be put into all areas of the company's operations to ensure that the product is delivered on time and to the customer's satisfaction. It is the company's intention to minimise time and material losses from scrap, badly planned work, poor communications and inefficient operations.

In pursuit of this policy, Senior Management are committed to ensuring that customer requirements are fully understood on all contracts and adequately communicated to employees in order that the customer expectations are achieved. Methodologies will be put in place to measure and monitor customer satisfaction and senior management will regularly review the findings and take appropriate action.

In order to ensure that all staff understand the importance of quality in their work, and accept the need to employ only those working practices which will assure the required standard of quality, the company will provide any training and instruction necessary and monitor its effectiveness.

This policy will provide a framework for the setting of quality objectives and will be reviewed for adequacy and appropriateness at least once annually. Copies of this policy will be displayed at appropriate points throughout the company.

A handwritten signature in black ink, appearing to read 'T. Cavanagh', is written over a circular scribble.

Signed:
(T. Cavanagh – Managing Director)

Date: 2nd November 2020

