



The Policy of M&R Facilities Management Ltd is to provide its customer with goods and services of the highest quality and reliability including the required statutory and regulatory requirements consistent with sound commercial practices and economic considerations.

The management, designed to meet the needs has adopted a policy of continual improvement in the quality of goods and services and expectations of customers and to achieve fitness for purpose.

The commitment of the company is total and it is formally committed to establishing and maintaining an environment and formal procedure which are deemed to meet the requirements of ISO 9001 2000.

This involves the implementation of systems, which are designed to make use of cost effective, planned, and systematic procedures that determine, assess, and achieve quality and economy in compliance with the specified requirements.

This Quality Systems Manual both details and documents those formal procedures, and this statement is the mandate for their application.

It is also the company's declared policy that all employees shall have a full commitment to quality and that they shall only produce work of the highest standard of quality and that attitudes of 'right first time' will prevail at all times.

The company will set out and review objectives for continually improving the quality management system at the annual management reviews.

In making the above statement the company acknowledges that training, resources and understanding are essential requirements and have therefore adopted formal procedures to ensure they are carried out.



Robert G. Duncan
Operations Director