

QUALITY POLICY



It is the policy of the company to maintain a quality system designed to meet the requirements of BS EN ISO 9001:2015 in pursuit of its primary objectives.

The company's Business Management System defines our quality objectives and key procedures. For detail of processes and procedures, these can be found in the MPW Operating Processes Manual.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all personnel working with MPW receive training (refer to OP 5 Training for detail) to ensure awareness and understanding of quality and its impact on customer service.

To ensure the company maintains its awareness for continuous improvement, the quality system is regularly reviewed at the Management Review meetings and is subject to annual audit.

The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to it.

QUALITY OBJECTIVES

We aim to provide a professional and ethical service to our clients. In order to demonstrate our intentions, we have identified the following Quality Objectives.

- We provide and maintain consistently high levels of security services to new and existing clients.
- We will continuously maintain and improve our Quality Management System in accordance with BS EN ISO 9001:2015 and the British Standards in line with the scope of the services supplied in our business - namely BS 7499:2013, BS 7960:2005, BS 7858:2012, BS 7984:2014, BS 8507:2008, BS 8406:2009.
- We will deliver our services to specification
- We will deliver our services on time
- We will deliver our services to the price quoted
- We will make a profitable return on our activities in order to fund ongoing development and growth
- We will continuously monitor and analyse customer and staff survey results to improve the service, staff conditions and reduce complaints.
- Our Management Team will analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are being met
- We will conduct our business in an ethical and professional manner
- We will
- satisfy our clients' requirements and get things right first time
- Should we make a mistake, we will admit it and rectify the situation as quickly as possible
- The contents of this Business Management System shall be communicated to all personnel through induction training and its understanding verified during internal audits.

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Director

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