M02 Quality Policy

Burge Hughes Walsh Limited (BHW) has established this quality policy to be consistent with the purpose and context of their organisation. It provides a framework for the setting and review of objectives in addition to their commitment to satisfy applicable customers', regulatory and legislative requirements as well as a commitment to continually improve the management system.

Customer focus: As an organisation, BHW have made a commitment to understand their current and future customers' needs; meet their requirements and strive to exceed their expectations.

Leadership: Top Management have committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

Engagement of people: As an organisation, BHW recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for the company's benefit.

Process approach: As an organisation, BHW understands that a desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.

Evidence-based decision making: As an organisation, BHW have committed to only make decisions following an analysis of relevant data and information.

Relationship management: BHW recognises that an organisation and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

The company's policy is also to meet the requirements of other interested parties and in meeting their social, environmental, charitable, regulatory and legislative responsibilities.

BHW has produced quality objectives which relate to this policy and they can be found in document R04-01 Quality Objectives.

This policy is available and communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company Noticeboard and Intranet.

Authorised by: S. E. Burge Position: DIRECTOR

Date Approved: 2ND Oct 2017
Review Date: 2ND Oct 2018