

Quality Policy

Purpose

Through the way we work and behave, we aim to ensure that all our people, and where feasible stakeholders, are engaged in actively managing our work processes, and strive to maintain and improve our quality of service, to exceed our customer expectations.

Scope

Panton McLeod is part of the Stonbury Group of Companies. This policy is specific to Panton McLeod but remains in line with the Quality Group Policy. It applies to work activities undertaken on behalf of Panton McLeod Limited.

Commitment

It is the Panton McLeod Board's intention to demonstrate ongoing customer satisfaction, and commitment to improving performance, throughout our organisation through training, promoting best practices, continually testing and improving internal processes. This is aimed at exceeding customer expectations and fulfilling moral responsibilities and legal obligations.

Through our employees, and subcontractors, we will strive to deliver the very best level of service every time, to the highest levels of quality. This is evident, in part, by our ISO 9001 registration and continuous improvement programme. The Board is committed to ensuring that all employees recognise and understand their obligations to apply and implement appropriate measures.

Control

The control and monitoring of service, and quality processes and procedures, is vital as part of the company's culture to continuously improve. These obligations are reflected in the following commitments:

- Adequate resources will be provided so that all our people, subcontractors and stakeholders are aware of this policy and committed to its effective implementation.
- Senior Management will ensure that roles and responsibilities for quality management are defined, as necessary.
- We will communicate, to all employees, their responsibilities to cooperate with management in their effort to fulfil the policy.
- A Quality Management System that meets, or exceeds, the requirements of

ISO 9001 will be established, implemented and maintained.

- We will meet, or where reasonably practicable, exceed all legal, customer and other applicable requirements.
- Regular monitoring of the Quality Management Systems, and our performance in key areas, will be conducted, so that they continually meet the needs of the organisation and its customers and identify opportunities for improvement.
- We will listen to customers so that their needs are fully understood and considered in all relevant business processes.
- Strategic and operations quality objectives will be set, tracked and reviewed, to facilitate continuous improvement in the organisations systems and processes.
- Non-conformities will be identified and assessed to determine root causes and corrective, and preventative measures will be implemented.

Review and communication

This policy will be reviewed at least annually. We will communicate the policy throughout all levels of the organisation and make it available to interested parties on request.



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Operations Director
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