

Quality Policy Statement

Every member of McAndrew Martin is dedicated to the pursuit of quality and excellence in providing McAndrew Martin's customers with the best service that can be accomplished. McAndrew Martin recognises that only by achieving customer satisfaction can we secure the future growth and success of the company.

It is the policy of McAndrew Martin to provide multi-disciplined professional services through detailed client engagement and professional solutions by design.

To ensure achievement of this policy, a Quality Management System is established to meet, and continue to meet, the requirements of BS EN ISO 9001:2015.

McAndrew Martin's quality objectives are:

- McAndrew Martin will ensure that customer requirements and expectations are fully understood, standards created, and service delivery continually monitored against these standards.
- McAndrew Martin will consistently meet customer requirements by quality performance and adoption of best practice.
- McAndrew Martin will continually review and monitor all aspects of operations to identify opportunities for implementing continual improvement.
- McAndrew Martin management team analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are met on a quarterly basis.
- McAndrew Martin aim to make a profitable return on our activities to fund ongoing development and growth of our business.
- McAndrew Martin will conduct its business in an ethical and professional manner.
- McAndrew Martin are committed to satisfy our clients' requirements and get things right first time.
- Should McAndrew Martin make a mistake, we will admit it and rectify the situation as quickly as possible keeping appropriate records.

Quality management implementation is through the Integrated Management System which is mandatory in application. However, it's success can only be achieved by the participation and commitment of everyone at McAndrew Martin. All persons working with or for our organisation will receive full support to ensure the Integrated Management System is understood, implemented, and maintained throughout.

It is McAndrew Martin's responsibility to ensure the Integrated Management System functions correctly and its effectiveness is maintained through monitoring, control, audit, and review.



Thomas Gould
Director of Governance
McAndrew Martin

8 August 2023

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