

Quality Policy

MES (NW) Ltd aims to ensure that its products and services meet the needs of its customers at all times in accordance with contractual requirements, policies and procedures.

The management operates an Integrated Management System compliant to ISO9001:2015, including aspects specific to the supply and distribution of specialist construction products.

We are committed to:

1. Develop and improve our quality components of our Integrated Management System
2. Continually improve the effectiveness of the Integrated Management System
3. The enhancement of:
 - Product & Service quality, specification and integrity
 - Logistics
 - Customer satisfaction
 - Work ethics

We have a continuing commitment to:

1. Ensure that the needs and expectations of our interested parties are determined and fulfilled, enabling us to provide products and service levels leading to improved customer satisfaction
2. Communicate throughout the organisation and with our interested parties, the importance of the quality elements of our Integrated Management System in meeting our customer needs, and all relevant statutory and regulatory requirements
3. Determine and implement our quality objectives, ensuring periodic measurement, monitoring and review
4. Ensure Management Review of our IMS include reviews of objectives, risks, audits, corrective actions and applicable regulatory requirements as a means of ensuring the effectiveness of the Quality and Integrated Management Systems
5. Ensure the availability of resources to ensure continued effectiveness of our IMS, our capabilities to deliver products and services, and to continually improve our capabilities and IMS.

We comply with all relevant statutory and regulatory requirements, and constantly monitor our quality performance to enable improvements to be implemented where necessary.

All personnel understand the requirements of this Quality Policy and abide with its requirements and those of the IMS, as defined in the IMS manual.

This policy is regularly reviewed for continued suitability.

Copies of this policy are communicated and made available to staff.

Signed:



Date: 11.01.2023

Name: Neil Hodgkinson

Position: Managing Director