

Quality Policy, Statement of Intent

PLY2, Dated: 8th June 2009 (Rev. D)



Morland Utilities Limited understand the requirements of the quality standard BS EN ISO 9001:2000 and in particular the focus on customer and client requirements, needs and expectations. The company also understands the advantages from managing the companies activities in a qualitative way ensuring customer satisfaction and mitigating corporate risk.

Morland Utilities has a number of Quality Objectives that enable the Company Goal to be achieved together with a commitment to continuous improvement.

- Morland Utilities complete regular audits and reviews of its activities to ensure customer satisfaction, expectation and needs are met.
- Provide clear and concise understandable information to employees and sub-contractors on quality matters.
- Have clear defined roles and responsibilities for each company position recorded upon Job Descriptions.
- Ensure that all employees have an understanding of quality and know of the companies objectives and goals.
- Measurement of Quality performance, monitoring of trends and investigation of any shortfalls in Quality.
- Incorporate Quality planning, organisation, control and review with reporting into all the companies activities.

Morland Utilities Health and Safety Goal.

- Ensuring all employees work towards a common goal of customer satisfaction working within the Quality System minimising error and non-conformity.

This Quality Policy Statement, Objectives and Goal are subject to regular formal review on a minimum of an annual basis.

A handwritten signature in black ink, appearing to read "Steve Holland".

Steve Holland
Managing Director

Next Review Date: 8th June 2010