**POL 024 Quality Policy**

The Management of Menfor Services Ltd are committed to the provision of a product and service that complies in all respects with the requirements contained in a contract or customers’ purchase order.

The Company will give careful attention to its’ Quality Objectives, which include safety, delivering on time and to budget, training of staff to industry guidelines, a high quality of work, and continual quality improvement. Quality Objectives will be reviewed during management meetings in order that they continue to reflect the Company’s objectives. This is endorsed by the provision of a documented quality management system, which is subject to internal and external audit at regular intervals, in order to continually improve its’ effectiveness.

All policies and procedures have been structured to meet the requirements of ISO 9001 which is currently being sourced and other accredited quality organisations within our industry which as an organisation we already hold, such as CHAS.

To fully realise this commitment, Senior Management have established the following objectives as a cornerstone of the Company Quality Management System:

* To consistently comply with all Legal & Statutory requirements; by continually seeking to improve the effectiveness of the Company Quality Management System and overall performance.
* To understand our markets, our customer’s needs & expectations and continuously

seek to improve our services to enhance customer satisfaction and to develop our technology and infrastructure in order to offer the latest available in the ever changing

demands of the marketplace.

* Provide the highest levels of service to our customers with as minimum a cause for

complaint as possible and to ensure that should complaints be received, they are attended to in a timely manner with a view to eliminating the root cause and preventing reoccurrence.

* Maintaining a healthy constructive work environment that enables personnel to

produce optimal output.

* Provide confidence to customers that their requirements for quality & safety are being

achieved in the delivered product or service.

* A framework for establishing & reviewing Quality Objectives.
* Provide confidence to management and personnel that the requirements for quality

are being fulfilled, maintained & quality improvements take place.

* Provide continuous training and development for personnel in line with The Company needs.

This Policy will be reviewed annually for its continuing suitability.

Signed.................................................................

Managing Director

Print name……Mandip Singh……………………… Dated...... 31 /01/2022...................................