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Electrical contracting • Industrial & Commercial Installations • Structured cabling • Security systems • Solar energy systems

## IMS POLICY STATEMENT

M&A Installations Ltd provides quality management, co-ordination & Installation services throughout London and the Home Counties. The company has developed its expertise since establishment and our aim is to achieve a high standard of Electrical installation and service to our customers.

It is the policy of M&A Installation Ltd to provide the customer with goods and services to the agreed requirement in accordance with the details and price.

The Directors, Management and staff are responsible for the Quality Control through the Quality Management System, seeking improvement by constant review, with suppliers and sub-contractors being encouraged to become fully involved in achieving the organisations quality objectives.

We aim to recruit & retain highly motivated, competent people and will ensure their qualifications and training are maintained to the current standard.

We will manage our activities and associated resources as a series of planned processes to produce the right service, at the right time with minimum wastage, while seeking to maximise efficiency. Our individual processes will be structured into a documented Quality Management System which meets with the requirements for BS EN 9001:2015 and NICEIC that are listed within the scope of our certification.

We are committed to continuously improve our systems and procedures and only use services that meet our own quality assurance standards.

M&A Installations Ltd recognises the importance that the quality of our service and to the future of our business.

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business.

This quality policy statement has been implemented in the M&A Installation Ltd management system and will be reviewed at regular intervals. Our QMS is externally audited by The British Assessment Bureau and has been certified as meeting the requirements of BS EN ISO 9001:2015 for Quality Management Systems

Mr A. Ager

CEO

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