



QP01 Quality Policy

To the requirements of:
ISO 9001:2015

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Circulation List and Amendment History

This Quality Policy is a controlled document. The IMS Management Representative must ensure that all amendments are circulated, and obsolete copies removed and filed. The Quality Policy is held on the server and controlled as a read only document. Hard copies used for training and internal auditing are controlled and distributed as follows.

Copy No.	Holder
1	IMS Management Representative

Amendment History

This Quality Policy is reviewed periodically, at least annually, and previous copies archived. Amendments and revisions are distributed to the named holders. The history of amendments and the issue of revisions are recorded below.

Date	Amend. No.	Page No.	New Issue No.	Reason for Change	Authorised by
01/03/2020	-	All	1	Initial release	Richard Martin
	1		2		
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Copies of this document other than those listed above will not be revised; such copies will be marked as **UNCONTROLLED**.



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1. QUALITY POLICY4

1. Quality Policy

Reliable Maintenance Ltd is committed to the provision of quality products and services that fully conform not only to the requirements of our customers, but also those prescribed by ISO 9001. By consistently providing products and services that meet or exceed customer expectations we will promote customer satisfaction and in turn achieve business success. This is achieved through the consistent application of a quality system, the main objectives of which are to:

- Get things right first time, every time;
- continually improve the quality of our products and services;
- maintain good working relationships with customers and suppliers;
- maintain employees' understanding regarding the quality system;
- promote an environment of continual improvement in all aspects of the Company's operations.

This requires the adoption of procedures throughout the Company that are focused on meeting each department's customer requirements. This is achieved by:

- Identifying and understanding customer requirements and ensuring that all employees are aware of their importance for the Company's success;
- setting and reviewing management objectives that provide a focus for performance improvements and improved customer satisfaction;
- fostering a culture which encourages the early identification of problems and the adoption of effective and efficient corrective and preventive actions;
- providing adequate financial and physical resources to support the full implementation of the policy;
- providing training and education to all our employees to ensure they understand and are competent to carry out their role and to improve their performance;
- communicating openly with employees, subcontractors and clients on quality issues, encouraging them to participate in and contribute to performance improvements;
- planning and executing work to meet the customer's requirements in the most cost effective and efficient way; and
- reviewing and revising the policy and procedures at least annually.

Management are responsible for developing, monitoring and implementing procedures in their area of responsibility and for ensuring that this policy is understood and implemented throughout the Company. Every employee has responsibility for the quality of their own work and for contributing to improvements in our products, services and management processes.

This policy will be displayed prominently throughout the Company and will be available externally to all interested parties on request. It will be kept up to date and will be amended to suit any changes in the size or nature of the Company's activities. Reliable Maintenance Ltd shall review and update their Quality Policy and related documents in accordance with any technological innovations and market changes.



Richard Martin
Managing Director

1st March 2020