

Quality Policy

The management of **Underpin & Makegood** is committed to continually improve the effectiveness of the Quality Management System. This will be achieved by;

- Establishing and reviewing quality objectives at relevant functions within the organisation. These objectives will meet customer, statutory and regulatory requirements.
- Quality objectives will be measurable and will be monitored for evidence of achievement.
- Human resources provided will be assessed for competence.
- Customer requirements will be determined and fulfilled with the aim of enhancing customer satisfaction.

The management will ensure that this quality policy is implemented and understood within the organisation by training all personnel to carry out their tasks effectively and as per laid down procedures and requirements of ISO 9001:2015. It is mandatory for all personnel to follow the procedures within this manual.

This quality policy will be reviewed during the annual management review to ensure that the company's objectives and goals are achieved.

Managing Director

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