

Quality Policy Statement



M Holleran Limited, in its vision to be recognised as a top multi utility company, acknowledges the fact that this can be demonstrated through winning and retaining our clients. It is therefore considered that excellent quality performance directly contributes to our commercial success through meeting and exceeding customer expectation.

Our overall objective therefore is to meet and exceed customer expectation, through continuous improvement, operational excellence and the delivery of a quality service.

The senior management team are therefore committed to:

- Monitor, maintain and continually improve performance and service delivery through the setting of objectives and targets, and periodic review;
- Ensure that all employees are aware of their personal responsibility to deliver quality services to internal and external customers;
- Develop and continuously improve the Integrated Management System, ensuring that it is simple, effective and describes all aspects of the company's activities;
- Record and act on failures in service delivery, ensuring appropriate corrective and preventative action is taken;
- Ensure all activities are adequately resourced and carried out by trained and competent people;
- Provide a robust system for auditing, inspection, employee appraisal and Management Review, and actively use the outcome from these for improvements which are implemented and embedded through the business planning process.

In addition to all English and EU commercial legislation and regulations, the Organisation complies with all legislation and regulations specifically related to its business activities, including Network Rail Group and Company Standards.

All personnel must be familiar with the requirements of this Quality Policy and abide with the contents of the Business System Manual.

This Quality Policy is reviewed annually in order to ensure its continuing suitability

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