



## Quality Management Policy

McCarthy's are committed to the overall aim of maximising customer satisfaction in the provision of consultancy, design, space planning, construction, refurbishment of commercial premises and provision of project management services. We comply with specified requirements, including any external regulations relating to the product or our working methods which enable us to carry out contract works, the supply and installation of furniture, relocations, storage and other related projects to consistently high standards.

To maintain this top-class service, it is our policy to work to the principles embodied in ISO9001:2015 which means:

- Top-down commitment to quality and hands on leadership.
- The company is effectively managed through processes that are planned to deliver customer satisfaction.
- Ensuring that we are aware of what customers and others affected by the business expect from it, in both the short and long term.
- Regarding the business as a collection of interrelated activities that need to be organized in a systematic way with the active involvement of our employees.
- Making decisions based on facts, the identification and assessment of risk associated with the provision of client requirements and the implementation of controls, tempered with experience, to eliminate or reduce issues that would prevent delivery, on time, on cost and to an agreed level of quality.
- We ensure our staff and employees have the necessary skills enabling us to provide quality bespoke customer services.
- Establishing relationships with suppliers who are consistently able to satisfy our requirements.
- Seeking to continually improve the effectiveness of our management system by working towards meaningful objectives, agreed at Operations Meetings, which address weaknesses and implement beneficial changes identified through reviews, audits, and suggestions.

The relevance of this policy to the business and progress towards our objectives will be considered as part of our regular review of the management system.

All Departmental Managers are required to express their commitment to the stated policy.

Signed on behalf of McCarthy's.

Signed:



**Steve McCarthy**  
Managing Director

Review Date: 6<sup>th</sup> January 2023

Reviewed Annually

Amended Date: 7<sup>th</sup> October 2014