

Quality Policy

J McCann & Co Limited is committed to implementing and maintaining a quality management system dedicated to meeting the requirements of its customers and of all regulatory requirements applicable to its products.

The aim of the Quality Management System is to ensure that:-

- We deliver a quality product to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in the delivery of a quality product
- Objectives are established and reviewed to continuously improve our processes
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

The framework of the Quality Management System will also identify objectives for continual improvement of the system and the overall performance of the company.

These objectives will ensure that all of the Company's activities are planned and resourced in a consistent way and that all customer and legal requirements are met in the most efficient and effective manner possible.

To ensure that its objectives are achieved, J McCann & Co Limited will maintain an externally accredited Management System that complies with the requirements of BS EN ISO 9001:2015.

The implementation of our Quality Management System is a management responsibility and relies upon the competence, cooperation and commitment of all employees and subcontractors. We will therefore:

- Actively involve our employees and subcontractors in developing and sustaining a positive Quality culture which demonstrates strong leadership and commitment
- Develop the necessary competencies in our own employees and subcontractors, through the provision of information, training, instruction and supervision as required, to enable them to discharge their responsibilities
- Establish effective organisational communication, cooperation and control arrangements with documented procedures and guidance where appropriate, and
- Seek employee participation and views on Quality matters through the use of appropriate consultative mechanisms

We will also confirm the presence of these arrangements to our supply chain partners.

The Managing Director, who has overall responsibility for this policy, will ensure the provision of adequate resources for its implementation and will regularly assess the continuing improvement of the Company's Quality performance.

This policy will be brought to the attention of all employees and subcontractors working on behalf of the Company and reviewed at least annually.

This policy will be freely available to the public via the Company Internet Site.



John McCann
Managing Director

Date Last Reviewed:
January 2019