



QUALITY POLICY

POLICY

The management of Master Hire aims to enhance our exceptional customer service through the implementation of a quality management system. Master Hire is committed to nurturing a culture that delivers consistent quality services and products in an effective, efficient manner to the benefit of the customer and our business

To achieve this:

Management will

- Implement an Integrated Quality Management System (IQMS) that is compliant with ISO9001
- Ensure that monitoring of compliance to these standards is carried out on a continual and regular basis
- Encourage development and continual improvement of our processes and services through continuous monitoring and review in conformance with the requirements of ISO9001
- Set and review measurable quality objectives and work to achieve them
- Nominate a Quality Manager to liaise with team members, management and any other professional service providers consulting to the Quality processes implemented
- Ensure that all quality requirements are known and understood through education and training
- Ensure that all team members are competent in their roles

Employees will

- Comply with the procedures, practices and any reasonable directions given by management in relation to maintaining accreditation
- Co-operate with management and all legislative and statutory requirements
- Co-operate with the management of Master Hire in creating and maintaining the quality standards as outlined in this policy
- Maintain the positive culture of Master Hire as well as communicating any ideas that they feel may improve the way operational quality of the business.
- Report any situation or potential situation where practices compromise this policy
- Participate in any training or development initiatives in order to uphold a high standard of quality

This policy will be achieved when both management and team members understand the requirements of, and strive to continually improve the quality standard

Date to be reviewed: 01/07/2022

Managing Director

12/07/2021

Date

Nominated Quality Manager

12/07/2021

Date