



Quality Management Policy 2015

It is our policy to maintain the reputation of Matt Durbin Associates by continually meeting or exceeding the requirements of our Clients in terms of service delivery and workmanship. Matt Durbin Associates operates in a profitable and safe manner, minimises its impact on the environment, and develops its employees while delivering its activities in a sustainable manner.

It is part of our policy that all of our activities are carried out in accordance with our business management system, which is working towards BS EN ISO9001.

Matt Durbin Associates is committed to:

- Delivering a Quality Service to maintain excellent customer relations
- Ensuring customer satisfaction and that requirements and been met and understood
- Preparing and implementing programmes to improve the management of quality
- Monitoring, maintaining and improving performance against established objectives and targets
- Developing and training employees in quality management
- Consulting with its employees on quality related matters
- Providing sufficient resources to enable this policy to function effectively
- Complying with applicable Regulatory, customer and other requirements
- Developing and continuously improving our quality management system through regular internal audit and management review
- Seeking feedback on performance from stakeholders, including our clients, supply chain and employees
- Ensuring this Policy is regularly reviewed and made available to all employees and stakeholders
- Ensuring that any complaints are dealt with efficiently and within an acceptable time period

Matt Durbin Associates are committed to continually improving the effectiveness of the quality management system and require all personnel to be proactive in suggesting improvement to the processes, procedures and related documentation.

M Durbin

Matt Durbin
Managing Director
Matt Durbin Associates Ltd.