

## **Quality Policy**

RME Services Ltd is a progressive, forward-looking and responsible firm of Electrical, Mechanical and Building Construction Engineers and Contractors providing a comprehensive range of planning, engineering, design and management services to the public and private sectors in the UK. These services are provided for all stages of projects. It is the policy of the Company to provide a service to Customers that consistently meets or exceeds their requirements. Company quality requirements are incorporated within its Integrated Management System.

RME Services Ltd is committed to delivering professional services to the highest standards and ensuring Customer satisfaction. This commitment covers all aspects of the work from the integrity and professionalism of staff to the detail and accuracy of outputs and deliverables. The importance to Customers of internal business support functions and facilities is also recognised. To meet its policy requirements, the Company will endeavour to achieve the following:

- Ensure that Customer requirements are established, agreed and documented together with any clarifications needed
- Minimisation of the frequency of non-conformities, enabling the delivery of defect-free products and services on time, every time and to budget. This will be facilitated through recognition of risk and opportunities throughout activities.
- Communication to employees of quality policy, their individual quality obligations and the importance of their work
- Development and maintenance of commitment throughout the workforce, encouraging leadership at all levels
- Maintenance of training records and programme to ensure that employees are suitably competent based on training, education, skills and experience
- Ensure that adequate and cost effective resources are utilised as far as possible, including those required to maintain and develop the Company's Integrated Management System
- Ensure that policies are documented, implemented and maintained and are available to interested parties
- Review policies periodically to ensure that they continue to be relevant and appropriate to Company activities
- Operate at all times in accordance with the requirements of the Integrated Management System
- Development of beneficial long-term relationships with reliable suppliers and sub-contractors
- Customer focus has top priority with regular gathering, monitoring and assessment of Customer feedback
- Ensure that the supplier/sub-contractor selection process is robust and performance is monitored against set criteria
- Provision of Integrated Management System training as part of the Company induction process

The provision and implementation of quality is dependent upon the employment of highly competent, committed and skilled persons in a well managed organisation. RME Services Ltd is accordingly committed to recruiting, maintaining and developing the best persons and supporting them with top class management systems, equipment and training.

RME Services Ltd is committed to setting and achieving its objectives and targets and to delivering continual improvement whilst meeting statutory, regulatory and Customer requirements. To this end the best possible work environment will be provided and systematic business processes will be used, which include measurement and improvement of performance and which, where appropriate, will be based on international standards and certified by external auditors.

The central quality management system, which is used in providing services to Customers, is based upon ISO 9001:2015 in a manner that is relevant to technical and contracting services, being based on the process approach. In order to provide assurance that the Quality Management System has been consistently implemented and applied to all relevant activities, RME Services Ltd work closely with the external auditors, who certify the system and its operation.



Trevor Roberts  
Managing Director

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