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## Quality Policy Statement

Every member of Borough Engineering Services Ltd (BES) & Throgmorton Mechanical and Electrical Services (TMES) is dedicated to the pursuit of quality and excellence in providing BES & TMES's customers with the best service that can be accomplished. BES & TMES recognises that only by achieving customer satisfaction can BES & TMES secure the future growth and success of BES & TMES's company.

It is the policy of BES & TMES to provide Mechanical and Engineering Services.

To ensure achievement of this policy, an Integrated Management System is established to meet, and continue to meet, the requirements of BS EN ISO 9001:2015.

BES & TMES's quality objectives are:

- ✓ Ensure that customer requirements and expectations are fully understood, standards created, and service delivery continually monitored against these standards.
- ✓ Consistently meet customer requirements by quality performance and adoption of best practice.
- ✓ Provide the correct organisation, facilities and resources and employ the suitably trained personnel to ensure the provision of quality services which fulfil the customer requirements effectively and efficiently.
- ✓ Continually review and monitor all aspects of operations to identify opportunities for implementing continuing improvement.

Quality management implementation is through the Integrated Management System which is mandatory in application. However, it's success can only be achieved by the participation and commitment of everyone at BES & TMES. All persons working with or for BES & TMES's organisation will receive full support to ensure the integrated management system is understood, implemented, and maintained throughout.

It is BES & TMES's responsibility to ensure the Integrated Management System functions correctly and its effectiveness is maintained through monitoring, control, audit, and review.

Signed



Mike Broad  
 Managing Director  
 Date: 30<sup>th</sup> August 2023