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## QUALITY POLICY

MW Fire Limited (the 'Company') recognises the importance of quality monitoring from the sourcing of materials we use to the selection of subcontractors. The benefit in maintaining a quality management system is reflected in our reputation as a company and in providing the best quality level of services relating to the supply, installation and servicing of fire safety systems.

It is an objective of the Company to provide our customers with products and services which meet and even exceed their expectations. To achieve this, the Company remains customer focused wishing to portray a positive and responsible image. We believe our quality management system supports us to achieve our customer aims and to attain the highest level of compliance with all the legislation applying to the fire and construction industries.

Although the Company is not registered with ISO certification, the quality declarations herein will be followed in accordance with BS EN ISO 9001:2008, the principles of which, contained in this policy, will be reviewed yearly, and communicated to all employees, subcontractors, clients and suppliers. This document is available to download from the MW Fire website given below:  
<https://www.mwfire.co.uk/policies/>

The Company strives to meet the quality targets listed below to continually improve its value and relevance to customers and to meet the requirements of an increasingly regulated industry. We value feedback and provide a complaints procedure to try and resolve any outstanding issues.

We aim to:-

- Operate, maintain and improve our documented management system, e.g. policies
- Continuously review our operating practices with the aim of further improving them
- Follow the high standards to comply with BS EN ISO 9001:2008
- Providing a structure for the further development of services to meet future needs
- Provide customers with high quality installations and after care services which meet industry requirements and are fit for purpose
- Enhance the skills of management staff, employees and subcontractors with ongoing training to prepare them to perform their work effectively
- Promote a culture of continual quality provision and improvement
- Monitor quality controls with regular audits and ensure implementation is achieved

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