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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 customers with products and services that meet their expectations. To achieve this, the Company remains customer-focused and committed to portraying a positive and responsible image. We believe our quality management system supports us in meeting customer requirements and achieving full compliance with all legislation applying to the fire and construction industries.

The Company does not hold any ISO certification. However, the declarations in this Policy are followed in alignment with the principles of BS EN ISO 9001:2015. This Policy is reviewed yearly and communicated to all employees, subcontractors, clients and suppliers. It can be downloaded from the Company website at: <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 resolve any outstanding issues.

The company will:

- operate, maintain and improve a documented management system, e.g. policies.
- continuously review operating practices and improve them when necessary.
- provide 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.

