



Quality policy

Policy Statement

Quality is a critical enabler to Safety, Security and Environmental Performance. Lloyd Morris Electrical will adopt a risk-based approach to applying appropriate Quality arrangements and objectives to enable the successful delivery of our operations, waste products, new build projects and carbon reduction to meet our obligations and the expectations of our stakeholders. We will achieve this by establishing and continuously improving effective system processes, which will be underpinned by the appropriate technical and behavioural competencies within our workforce, partners, and supply chain.

Purpose

The company believes that its market expects a continually improving service. We aim to continually improve the service we provide to meet our clients' requirements and to produce finished work that we can justifiably be proud of.

The company aims to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001. The company also includes a commitment to meet the requirements of our clients, learn from customers feedback, as well as legal and regulatory requirements. Also, to continual development of the system and helping to ensure it remains effective.

Only by providing an outstanding service and product quality will Lloyd Morris Electrical achieve our aims of long-term success and sustained improvements.

All personnel within Lloyd Morris Electrical are responsible for the quality of their work. The company provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we must recognize that we do not always achieve our own standards. When a customer makes a complaint, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation, and procedures necessary to achieve the required standards are described in our Quality Management System.

The SHEQ Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status, and effectiveness.

Objectives for individual jobs are to carry out the works to the satisfaction of the client and in accordance with the contract as agreed with the client.

Scope

This policy covers all employees regardless of status.

Our Vision:

To be a leading organisation, providing solutions that meet or exceed our customers' expectations. Lloyd Morris Electrical will employ and continually develop the best available people and technologies, ensuring on-going capability in the leading-edge market and always delivering value to the company stakeholders.

Our Values:

Our people are at the heart of everything that we do, and we will always:

- Aim to meet the needs of our customers.
- Look at things from our customers' point of view.
- Do the right things and do things right?



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- Work as a team in all that we do.
- Build trust and respect for each other.
- Have pride in what we do.
- Always behave professionally.

We at Lloyd Morris Electrical are committed to:

- Maintaining an effective Quality Assurance System complying with the ISO9001:2015 quality management system and ensure that this system is properly always applied.
- Ensuring that we meet, and endeavour to exceed, our customers' expectations of our products and services.
- Ensuring compliance with relevant statutory requirements.
- Always endeavouring to maximise customer satisfaction with the products and services that we provide.

The company shall strive to continually improve our business to achieve greater customer satisfaction through the involvement of our people and adherence to our values.

Statement of objective framework

The Safety, Health, Environment and Quality (SHEQ) objectives are considered, discussed, and measured through the SHEQ meetings process, and are included in the SHEQ annual report for managerial consideration.

Communication

The policies, and with them the objectives are communicated internally and externally to personnel, customers and interested parties through the issuing of the employee handbook, completion of supplier questionnaires, and through the displaying of policies on noticeboards and the organisations website.

Statement of objective framework:

The policies are reviewed annually to ensure new issues or requirements are addressed and actioned based on current legislation and statutory guidance.

Signed:

Ross Hill, Managing Director

Date: January 2024

To be reviewed: January 2025