

# Machmade Ltd - Quality Policy

## Purpose and scope

This policy sets out how we will achieve the high standards of quality that people expect from Machmade Ltd. It applies to all management and employees. It is also important that contractors, agents, suppliers and business partners comply with our policies and procedures, as their performance is key to the effectiveness of our management systems.

## Policy objectives

Our business is built on quality. Customers expect the best from Machmade Ltd – and our objective is to continually improve our services and exceed their expectations. That means our people strive to deliver quality in everything that we do, from service, delivery, cost and performance to health and safety and environmental management.

## Requirements

Rigorous management systems are at the heart of our commitment to quality, helping us to plan, manage, assess and continually improve our performance.

**Planning effectively:** As a Dyno franchised business, Machmade Ltd have appointed specific managers who has the responsibility and authority to ensure that management systems are established, implemented and maintained. Objectives must take into account the business' significant risks, legal obligations and other applicable requirements. Programmes and measurable outcomes must be established for achieving these objectives. All quality, health and safety and environmental management systems must be certificated in accordance with the management systems structure and arrangements manual.

**Managing our activities:** Our management system depends on having the right resources, infrastructure, processes and procedures in place. People working on behalf of Machmade Ltd must be competent to do their jobs – and that means having the appropriate education, training, skills and experience. The work they carry out must be evaluated, not only to ensure their competency but also to make sure that they are aware of the relevance and importance of their roles, and how they contribute to achieving our objectives.

**Assessing our performance:** Monitoring and measuring our performance helps us understand how well we are meeting our objectives. For example, we record information in order to track the performance of relevant operational controls. We evaluate these results against our objectives. We also evaluate our compliance to legal and other requirements and therefore gain an understanding of how our process can achieve the desired results. Our audit programme must be based on our risks, our performance, results of previous audits and the scope of our management systems. Appropriate actions are taken to address any areas of concern.

**Promoting continual improvement:** By setting objectives and targets as part of our improvement programmes we can drive continual improvement in our services. We also regularly review the ways in which we work, to identify opportunities for improvement and sustain the success of our organisation.

**Reviewing our management systems:** Senior managers must review their management systems, at planned intervals, to ensure their continuing suitability, adequacy and effectiveness.

### **Responsibilities**

**The Senior Management Team is** responsible for:

- Setting out objectives and targets and improvement programmes for the franchised business
- Ensuring that this policy, together with supporting strategies and procedures, are distributed, implemented and complied with;
- Ensuring that our management systems meet the standards set out in the Dyno management system structure and operational manuals; and
- Leading by example in protecting the Dyno brand and championing knowledge across all teams

**Managers** are responsible for:

- Implementing and enforcing the processes and procedures; and
- Ensuring that their people are aware of their responsibilities and receive appropriate training; and
- Addressing any inappropriate behaviour.

**Employees** are responsible for:

- Carrying out their work in line with this policy and associated procedures;
- Challenging any behaviour that falls short of the expectations of this policy; and
- Identifying any breaches of this policy and reporting them to their line manager.

Approved by:



**Director – Neil Illingworth**

**Date: 28/03/2022**