



PWS IRELAND LIMITED
 INTEGRATED MANAGEMENT SYSTEM
POLICY MANUAL

IMS 01
 Document Number
PM 01

Reference Standards
ISO 9001:2015, ISO 14001:2015 & ISO 45001: 2018

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Quality Policy Statement.

It is the policy of PWS Ireland Limited to provide a range of products and services which always meet our customer's requirements and always conform to quality standard parameters, and that programmes are maintained on schedule at the agreed price. All work is carried out in a cost effective and timely manner, and in accordance with the highest professional standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested parties.

A policy for quality conforming to the requirements of ISO 9001 and the National Highway Sector Scheme 9A has been established to ensure that it:

- Is appropriate to the purpose of the organisation, the expected level of customer satisfaction and the needs of other interested parties
- Includes a commitment to meeting requirements and to continual improvement
- Has the resources needed and the contribution of suppliers and partners.
- Provides a framework for establishing and reviewing quality objectives
- Demonstrates top management commitment and ensures the quality objectives are communicated, understood and implemented at appropriate levels of the organisation
- Is regularly reviewed at the management review meeting for suitability and effectiveness addressing continual improvement and client satisfaction.

We have appointed a Quality Officer (IMS Representative) to be responsible for all Quality Management matters. Some personnel have been allocated more than one role to carry out within the organisation. It is, however, organisational policy that dual or multiple roles shall not deter, in any manner, any member of staff from achieving their prime objective of providing a quality service through an adequately controlled quality management system. The primary function of all management and employees shall be the maintenance of this objective.

Management is ultimately responsible for making balanced judgements, assessing the significance of variations in this sphere and taking decisions. In arriving at such decisions, the quality and personal integrity of staff are of fundamental importance. In this context, all effort is made to ensure that each person in the organisation understands that quality assurance is important to their future, know how they can assist in the achievement of adequate quality and are stimulated and encouraged to do so.

This policy is approved by the undersigned MD and is supported by all the levels of management within the organisation. All personnel shall be guided by the contents of the quality management system and no deviation from the methods and procedures set down shall be permitted.

Signed

..... Managing Director