



QUALITY MANAGEMENT POLICY

It is our policy that we strive to achieve an excellent level of repeat business with Clients, Consultants, Contractors, Suppliers and Partners. We believe quality performance is everyone's business and although the Company Directors take responsibility for ensuring effective implementation of the systems, all personnel have quality related responsibilities within their daily jobs and activities they undertake.

Although the Company does not currently hold an ISO or equivalent quality accreditation, we do meet all applicable statutory regulations and maintain an effective Quality Management System supported and operated by all employees in order to achieve the specified objectives. We are CE accredited to Execution Class 3 of the EU Construction Products Regulations.

We operate at all times within the scope of our QMP to ensure we meet the Clients specification requirements and wherever possible exceed their expectations. Through the operation of the QMP objectives we are committed to achieving our core values;

AMI Core Values:

- Safely.
- Promptly & Within Budget.
- Right First Time (Every Time).
- Courteously.
- Minimise Waste.
- Profitably.

The objective of our quality management system is to ensure that:

- We provide a quality service to maintain excellent Client relationships.
- Client satisfaction remains inherent to our business.
- Our Client's requirements have been fully understood and met.
- All work is carried out consistently to a defined standard.
- All products are inspected & defects corrected prior to leaving the factory.
- We have the skills and resources to fulfil our Client's requirements.
- Our staff are fully trained and involved in quality improvement.
- We strive to continuously improve our systems and procedures.
- We only use services & materials that meet our own quality assurance standards.
- Any complaints are dealt with efficiently and within an acceptable time period.

All employees work in accordance with the operational procedures detailed in the management system and are regularly trained in the operation of the QMP. Within the Company the implementation and effectiveness of the QMP are regularly reviewed by the Directors to enable continuous improvement of the systems. Any incidents where performance falls below required standards are investigated, reported, communicated and necessary corrective action taken, including alterations to the QMP where required.

Meeting our objectives will ensure we continue to achieve the level of repeat business that we are rightly proud of. We recognise the importance that the quality of our service has to the future of our business. Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future. From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business.

21st February 2019