
MarCAD

Engineering Design Ltd

QUALITY POLICY

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MarCAD Engineering is committed to be the preference supplier of high-quality services for our client's.

We focus on quality from the client's perspective, and maintain a system to ensure a quality service is provided.

We ensure consistent compliance with all standards and product performance, going beyond standard requirements to meet customer expectations.

We continually improve our performance in meeting our quality objectives.

We control all design and manufacturing processes, complying with our company policies and procedures to maintain design excellence and product performance and reduce variability. By ensuring quality procedures within MarCAD Engineering are met, we contribute to long-term economic, environmental and social sustainability.

MarCAD Engineering manages Quality in the following way:

- **Managing Director** – is responsible for the Quality of Services and Products offered, Promoting ISO 9001 and for ensuring the quality system operates efficiently within the company.
- **Quality Manager** – is responsible for implementing and reviewing quality objectives, ensuring that the quality risks are identified and mitigated and ensuring appropriate corrective actions are taken to address nonconformities, collating and reviewing client satisfaction.
- **All Employees & Contractors** – are responsible for maintaining quality systems, reporting issues within their area of control or influence to management and are responsible for complying with the requirements of this policy.

MarCAD Engineering is committed to maintaining and improving Quality in the following way:

- Operate a Quality Management System complying with ISO 9001:2005.
- Products covered by harmonised European Standards will carry CE marking.
- Clearly focus on quality from the customer's perspective.
- Develop and manufacture products that meet customer needs.
- Encourage analysis and action on customer feedback.
- Commit to continually improve our performance in meeting our quality objectives.
- Control all processes (design and manufacturing) to maintain product performance and reduce product variability.
- Integrate quality considerations into decision-making at all levels for all (new and existing) activities.

MarCAD Engineering will:

- Operate in a safe and economical manner with respect to the environment.
- Manage the quality and consistency of our services and products.
- Improve service quality and performance of designs and products.
- Analyse and understand the source of variation within our services and products.
- Anticipate and proactively prevent any type of incident from having an impact on quality.
- Operate a quality management system coherent with the requirements of ISO 9001:2005.
- Prevent non-conformities at all stages of our service by implementing the requirements of the Quality Management System (QMS) and associated documents.
- Continuously improve the effectiveness of the QMS
- Train staff to the relevant levels required on issues of Quality, ensuring not only general quality standards are met, but MarCAD Engineering high expectations of quality are adhered to.

Everyone at MarCAD Engineering including, contactors and clients are required to report any Quality concerns and issues to their contact or management. We will endeavour to solve any concerns. MarCAD Engineering is committed to making a difference, supplying quality services to our clients.

Everyone working for MarCAD Engineering is expected to contribute to the quality of our services and products, compiling with all our policies and procedures will aid us in meeting our quality targets. Providing a client driven, high quality service is critical for us to reach excellence. Everyone involved with MarCAD Engineering plays a part in making this happen.

This Quality policy will be formally reviewed annually or sooner if required and re-issue if necessary.

Signed



Mark Griffin
Director