

Policy:	Quality Management	Reference:	QMSES0088
		Review Date:	01/2023

Purpose.

SES Engineering (Newark) Ltd aims to ensure that its services meet the needs of the customer at all times, in accordance with contractual requirements, its policies and procedures.

Scope.

'The primary focus of quality management is to meet the customer requirements and strive to exceed customer expectations'

For SES Engineering (Newark) Ltd, quality means all measures to meet customer requirements and needs. Highest priority is given to quality aspects which are integrated into the business activities as an inherent part. We achieve this by observing the following principles:



1. **Customer Focus:** The sustained success of our business is because our organisation attracts and retains the confidence of our customers and other interested parties on whom it depends. Every aspect of our customer interaction provides an opportunity to create more value for the customer.
2. **Leadership:** Our management team at all levels establish unity of purpose and direction to create conditions in which people are engaged in achieving the quality objectives of the organisation.
3. **Engagement of people:** We ensure within the organisation that all employees, sub-contractors etc are competent, empowered and engaged in delivering value. Engaging people ensures our employees are committed to our business goals and values.
4. **Process Approach:** The desired result is achieved more efficiently when activities and related resources are managed as a process.
5. **Improvement:** Improvement is essential for our business to maintain current levels of performance, to react to changes in our internal and external conditions and to create new opportunities.
6. **Evidence based Decision making:** Effective decisions are based on our extensive experience and intuition built up over many years of working within the engineering industry. Evaluation of this experience and the information it provides ensures effective decision making.
7. **Relationship Management:** Our sustained success is achieved through our focus on managing customer and supplier relationships by managing expectations and maintaining positive relationships.