

# **Enterprise Pipework Services Ltd**

## Quality Policy & Objectives

## Quality Policy

Enterprise Pipework Services Ltd is a mechanical engineering services company and has vision to be the mechanical engineering company of choice. A key platform in meeting this vision is to provide industry leading levels of service and customer satisfaction. We are committed to the requirements of ISO 9001:2008 and to the continual improvement of our quality management system.

To deliver our objectives we:

- Ensure that our products and services meet the needs and requirements of our customers and we seek to continually improve them.
- Strive to improve and enhance our performance by setting targets which are continually reviewed to ensure they are understood, acted upon and met.
- Provide training, support, resources and encouragement to all our employees to ensure they realise their full potential in meeting the requirements of our quality policy and objectives.
- Ensure we meet statutory and regulatory requirements that apply to products, processes and activities.
- Establish partnerships with our suppliers and interested parties and will continually develop these partnerships to provide an improved service.

This Policy will be communicated throughout our organisation and to all interested parties. It will be reviewed periodically to ensure our continuing success.

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*Mark Bingham*  
*Director*  
*Enterprise Pipework Services Ltd*

Date: \_\_\_\_\_

## ISO 9001 Quality Objectives

Objectives	Metrics	Targets
Achieving customer satisfaction by meeting and surpassing our customers' requirements.	1. Customer survey.	1. Overall >90%. Negative feedback addressed.
Continual improvement of our quality management system.	1. Comparison of internal audits vs. external audits.	1. No external audit major nonconformities.
Operate within statutory and regulatory requirements.	1. Company legal fines. 2. Compensation payments. 3. External audit.	1. Zero company legal fines. 2. Company compensation payments.
Improve supplier efficiency and reduce nonconforming supplier products or services.	1. Supplier nonconformities. 2. Supplier evaluation.	1. Nil nonconformity of purchased product or services. 2. Annual evaluation of all critical suppliers.