

QUALITY POLICY

May Gurney ensures all its activities are undertaken to provide a service which meets the requirements of its clients and is consistent with the best practices of its business activities.

The company complies with standards and specifications applicable to the market sectors in which it operates. Liaison and full co-operation is extended to our clients, local authorities, trade associations and all other stakeholders, who may have input into our work.

In pursuance of these objectives the company will:-

1. Comply with the Group Business Assurance Manual, a system available to all staff through the company Intranet.
2. Meet the requirements of the system that is certified to ISO 9001 and National Highway Sector Schemes.
3. Identify, plan, communicate and manage all stages of work from initial planning to completion.
4. Measure performance and review against corporate key performance indicators, objectives and targets.
5. Provide an unrivalled level of service to our customers within the constraints of the contract.
6. Promote a commitment to quality, change and continuous improvement.
7. Manage a programme of continuous improvement in all areas of the company's activities.
8. Develop all staff to achieve their potential.
9. Develop and undertake a programme of audits to ensure adherence to the company business plan, objectives and Group Business Assurance Manual.
10. Conduct an annual management review to monitor the effectiveness of the system.

The management review process is used to establish, monitor and measure the achievement of business objectives to ensure the business delivers continual improvements both within the company and in the services provided to clients.

The company ensures that all its personnel and others working on its behalf are fully acquainted with the Group Business Assurance Manual requirements through induction, on-going training and education.

For further information on this policy, contact the Safety, Health, Environment and Assurance Department on 01603 727272.



Philip Fellowes-Pryne

Chief Executive

This policy will be publicised throughout the company on notice boards and made available to external parties on request. It will also be published on the website. It is maintained by the SHEA department 01603 727272.