

# Quality Policy

*“MRM will implement and maintain an effective Quality Assurance programme to continuously develop the services offered to our clients. The company will achieve this through leadership, a commitment to staff training, continuous measurement and the full dedication of the resources of the company.”*

To ensure that a high quality service is provided to its customers Multi Resource Marketing is committed to:

- Ensuring that the company is focused on both meeting the present and future requirements of the customer and thereby maintain and where possible improve on the profitability of the business.
- Work with our staff to meet or exceed, wherever possible, Client and Customer expectations
- Comply with all applicable statutory obligations
- Provide a high quality and consistent service
- To enhance the efficiency of the processes undertaken through a programme of continuous improvement, staff involvement and listening to our client's needs
- Providing a safe, secure and effective working environment for all our employees
- Providing appropriate training and development for all our employees
- Continuously monitoring, reviewing and improving our business processes, systems and facilities.
- Implementing and conforming to the requirements of the ISO 9001:2008 standard

The EMT meet at a minimum annually to review this policy and the supporting quality manual and systems documentation. All processes are reviewed to ensure they remain suitable and appropriate to the client, customer, employee and business needs of the organisation. From these reviews the company objectives are set and cascaded throughout the company gaining ownership and commitment from our employees. Progress against the objectives is regularly monitored and reviewed by the management team.

All staff regardless of their position within the company play an important role in the formulation and on-going enhancement of the quality system and are encouraged to suggest improvements wherever possible.

Compliance with the systems and procedures contained within the Business manuals, procedures and departmental instructions is mandatory for all staff.

This policy is communicated to and understood by our employees.



Peter Kerr  
Managing Director



Neil Richardson  
Finance Director

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