



**EAM Consulting**

maintenance services for industry

# Quality Management Statement

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## ***EAM Consulting – Quality Management Statement***

This document outlines our Quality Management Statement.

### **Responsibility:**

We will maintain annual plans which will:

- Define the business policy related to the provision of products and services meeting customers' needs and expectations.
- Identify regulatory or sector requirements which are to be met in the provision of products and services.
- Identify financial and activity performance targets and the resources required to achieve targets.
- Identify minimum training requirements to ensure that all employees or associates meet and exceed customer expectations.

### **Reviews:**

We will undertake annual reviews of the plans. Records of the reviews will be maintained. The reviews will compare results with targets to provide a basis for improving customer satisfaction, business success and operating processes/procedures.

### **Client Care:**

The business commitment to meeting clients' needs and expectations will be communicated to every employee, associate and client. Only services that can be provided in full will be offered to our clients. When accepting instructions from clients, we will deploy methods that will ensure that the clients' exact requirements are known and that any product or service supplied will be in accordance with those specifications.

There will be an effective communication system for dealing with complaints and opportunities provided for clients to make favourable comments. Client satisfaction will be assessed on a regular basis.

### **Working Environment:**

The business will provide a suitable and safe working environment. Methods or processes will be in place to provide our clients with a service experience that meets or exceeds their expectations.

### **Associates and Suppliers:**

Suppliers of products and services will be selected on the basis of products quality, reliability (including on time delivery) and cost. Purchase orders may be verbal or written, as agreed between the business and the particular Supplier. Adequate information will be provided when ordering to ensure delivery in accordance with requirements.

Any supplier shortcomings that arise will be considered during the business reviews.

**Documentation:**

We will have access to the relevant regulatory documents. Documents given out to clients and other external parties will as a minimum contain all normal contact details.

**Product or Service Problems:**

Annual plans will consider the effect of any changes in business conditions, objectives or targets relating to client satisfaction, the quality of processes, products and services. Appropriate actions necessary to prevent problems will be included in the plan.

Where a problem arises, action may be taken to rectify the problem and prevent recurrence. This action will depend on the seriousness of the problem and the risk to which the business is exposed.

**Records:**

In addition to the annual plan, we will assess what records need to be kept to minimise exposure to risk (e.g. contract documents, personnel records, etc.). We will decide on the period for which these records are held.

**Integrity:**

We take our commitment very highly, we will operate in accordance with both the spirit and letter of all legislation, treating our clients, suppliers, and associates with dignity and respect at all times.