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PMAR Quality Policy	SHM	1	25/01/2012	25/06/2012

Pragmatic Maintenance & Reliability Ltd

Quality Policy

Pragmatic Maintenance and Reliability Ltd. provides predictive maintenance and maintenance consultancy services to a number of different industries. At Pragmatic we recognise that our customers demand quality services. The Directors are committed to developing systems, processes and a culture that supports high quality standards and delivers consistent customer service.

Our aim is to provide a high quality service built around the customer's requirements. To do this we have adopted the following systems and processes.

We will listen carefully to our customers on an on-going basis and test our understanding of their requirements through reflective questioning. Customer requirements and preferences will be clearly documented and made available to all engineers. Each customer will be assigned a lead engineer responsible for determining, recording, communicating and delivering on that customer's requirements. Where we cannot meet a potential customer's requirements we will communicate our difficulties early and clearly.

1. We will promote a quality culture throughout Pragmatic which will have the values of 'right first time' and 'continuous incremental improvement'. This will be supported by a continuous monitoring and improvement process, regular staff meetings and committed leadership.

We will ensure our staff are competent to meet customer requirements by an on-going process of reviewing and developing staff skills and abilities. This will be supported by an on-going management & training process for reviewing and developing staff skills and competences and a knowledge management system allowing engineers to share and record knowledge.

2. We will ensure that our staff are provided with the right tools for the job, taking care in equipment procurement and supporting equipment management through equipment checklists, calibration & PAT routines.
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4. We will proactively manage the quality of services and products we buy through our supplier management and purchasing systems.
5. The timely delivery and execution of specific projects will be ensured by project management, resource management and planning systems. All projects will be reviewed upon completion to ensure customer satisfaction.
6. Customer complaints and quality deviations will be proactively managed. Where there is insufficient time for a co-ordinated management response, all staff will have the authority to make 'best personal judgement' decisions to meet customer requirements within specified boundaries. We will support our staff in these judgements. We will record and act upon all complaints and non-conformances and

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treat them as opportunities for learning and improvement. We will proactively seek and react to customer feedback.

7. We will implement and promote our quality management system, reviewing, correcting and improving its implementation. Internally auditing and reviewing it and acting to correct any issues that arise.

25th January 2012

Andrew Mellor, Director

Susan Mellor, Director