



Quality Policy

F & D Normoyle Engineering has developed an Integrated Management System based on the requirements of ISO 9001:2015. We place high emphasis on continually improving our processes and services to meet the requirements of customers.

Our Business Management System ensures top management are committed to:

- Providing a framework for setting and reviewing quality objectives, which reflect our overall strategic direction. A strategic plan and register of company objectives have been established for this purpose;
- Ensuring this policy remains appropriate to the purpose and context of our organisation and supports our strategic direction;
- Satisfying applicable requirements, including understanding our client's needs;
- Ensuring we consult with our interested parties, including clients, to develop their needs;
- Maintaining high standards of service;
- Provision of training and development opportunities for employees to be effective in their processes;
- Establishing and maintaining a continual improvement work environment;
- Ensuring these requirements are communicated to and understood at all levels in the organisation; and
- Regularly reviewing our operational processes for continuing suitability and effectiveness;
- Communicating this policy within our organisation, to ensure it is understood;
- The availability of this policy to relevant interested parties, as appropriate.

The Quality Policy is a live document and is reviewed at regular management meetings.

Reviewed and approved by:

David Normoyle
Managing Director