

## **Quality Policy Statement**

McCue is committed to the highest standards of quality, customer satisfaction and continuous improvement. To support these aims, the company maintains an Integrated Management System (IMS) which satisfies the requirements of ISO 9001:2015 and all relevant statutory and legislative requirements.

We, as a company, pledge our efforts to securing a level of service beyond the expectations of all of our customers and in so doing seek to establish an international reputation synonymous with quality. Through the on-going development of our workforce and the implementation of effective quality management systems and operational procedures, we shall ensure that the needs and expectations of all interested parties are fully satisfied.

The quality of our products and services will be regularly monitored and measured against a defined set of quality objectives and related key performance indicators (KPIs) in order to analyse the effectiveness of the IMS and provide a focus for continuous improvement. All aspects of the IMS including this policy, quality objectives and KPIs will be reviewed annually by the company directors to ensure the continuing suitability and effectiveness of quality management measures.

This policy is communicated and understood at all levels within our organisation and is made available to interested parties. McCue is proud of their reputation for quality and is fully committed to the provision of the highest standards of customer services and the need for continuous improvement in the provision of our products and services.

Signed:



**Gary Purdy**  
Managing Director

**Date: January 2024**