



MacAulay Askernish LTD

Quality Policy Statement

Statement

Macaulay Askernish Ltd recognise the importance of quality workmanship and customer satisfaction. Along with safety management these are principal standards within the business.

It is also recognised that the systems to achieve satisfaction of these principals will be commensurate with the size of the business. In an organisation of this size such systems will be simple, transparent, and easy to operate.

Stephen MacAulay, Director, has responsibility for quality at all levels. He will undertake his responsibilities by:

- Ensuring that the customer is always the prime focus.
- Ensuring the words commitment, customer service and professionalism are fundamental to the company's vocabulary
- Ensuring that each customer's needs are clearly defined and understood.
- Not making promises that cannot be kept
- Communicating clearly and honestly with staff and with customers
- Ensuring that all employees are appropriately trained in all aspects of their job.
- Ensuring Quality is never knowingly compromised, at any level, during any process.
- Understanding that prevention, as opposed to detection of errors is the correct approach of a quality system
- Supplying products that fully satisfy our customer's expectations to ensure both parties have a profitable experience in terms of product and financial performance.
- Continuously improving every aspect of our business activities.

The company will operate to the highest standard possible, quality will be managed and reviewed using the Company Management System (CMS) and will be aligned with ISO 9001:2015 and any other applicable requirements, and is committed, when working with such registered clients, to adapt its systems and interfaces to enable the protocols and procedures to match and achieve compliance. This policy is reviewed and updated annually.

Signed 

Stephen MacAulay
Director

Date: 10/01/2025