

## Quality Policy

**M3C-POL-003**

Mercury3 Consult possess a definitive structure, which describes control and accountability at all levels of operation for the provision of its services and is committed to satisfy the applicable requirements of the customer. The Directors are committed to comply with requirements and continually improve the effectiveness of the system and have also established a framework for setting objectives for the business, which are controlled and monitored by Management Review.

To achieve these objectives, the Company operates a Quality Management System in line with the requirements of ISO 9001: 2015, which is described in the IMS Manuals.

Adherence to this policy involves all the Company's activities and employees with the aim of 'right first time'. Detailed requirements of the business processes are incorporated in the Company's procedures. All employees are responsible for their own work and are committed to participate in the operation, implementation, and improvement of the Integrated Management System.

The Directors are responsible for the effective implementation, monitoring and promotion of the system. This is achieved through the internal quality audit process, operational monitoring and by identification of corrective and preventative actions for the Continual improvement of the system.

Mercury3 Consult will actively seek to promote customer satisfaction and monitor customer perception by means of agreed Targets and Objectives.

This policy shall be reviewed on an annual basis or where additional factors require action and made available to interested parties.

**This quality policy was written by:** Trevor Marshall

**Position:** Director

**Date:** 14<sup>th</sup> December 2020

**Signature:**



**Date of Next Review:** 14<sup>th</sup> December 2021

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