

# QUALITY POLICY

## Introduction

L Lynch Plant Hire & Haulage Ltd is a leading plant hire and haulage company that operates in the highways and roads, rail, utilities and civil engineering sectors. We are committed to ensuring that our plant hire and haulage operations are carried out to the highest standard in order to meet or exceed our customers' needs and expectations in line with our core values. We are committed to the maintenance of our Quality Management System that meets the requirements of BS EN ISO 9001 (latest edition), relevant industry standards and appropriate regulatory and legislative requirements which are relevant to the areas in which we work.

## Statement of Intent

We recognise the importance of achieving good standards of quality control and management and appreciate the impact this has on the effectiveness and sustainability of our business. We also recognise the need to continually improve and shall strive to provide a framework for setting and reviewing quality objectives and key performance indicators as part of the management review process. This is supported by our quality management system that is certified to BS EN ISO 9001 (latest edition) by a UKAS accredited certification body.

## Policy Aims

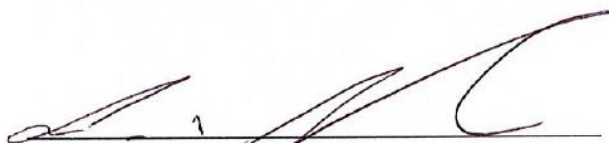
We expect everyone working for us, or on our behalf, to strive to achieve and maintain the highest standards of quality performance at all times and to comply fully with this policy, the quality management system and Lynch's quality arrangements.

Senior management will:

- Provide the necessary infrastructure and work environment to meet the requirements of the QMS;
- Ensure that our staff are fully trained and are competent;
- Set measurable objectives for continuous improvement;
- Monitor and measure the effectiveness of our business processes and objectives through our management review and internal audit processes;
- Monitor and measure customer satisfaction;
- Analyse any customer complaints and take appropriate action to prevent recurrence;
- Encourage our employees to identify problems and make suggestions to improve our working practices.

This policy will be communicated to all employees and organisations working on our behalf and displayed at our offices and on our intranet. This policy is available to defined interested parties.

This policy will be reviewed annually or sooner by senior management to ensure its suitability. Where necessary it will be amended, reissued and communicated to all employees and people working on its behalf.



Liam Lynch, Managing Director

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Owner: Head of Group Compliance and Transport Service	Version: 8	QP04
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