

# SMR Projects Ltd.

## Quality Management System

### Quality Policy

SMR Projects Ltd specialise in the specification and use of the Xypex waterproofing system for concrete and masonry. They are the sole UK distributor and are just one of a network of distributors and licensees in over 70 countries around the world. SMR Projects Ltd specialise in the specification and use of the Xypex waterproofing system for concrete and masonry.

SMR Projects Ltd is committed to providing a first-class quality product and service to its customers and endeavour to supply our customers with products and services that conform to or exceed their requirements. The policy is fully endorsed by the Managing Director and is on prominent display.

#### **Accordingly, the company is committed to:**

- Ensure that the products that we supply, and install have been manufactured by third party companies who have gained independent certification to the Quality Standard, ISO 9001.
- Maintaining our Quality Management System (QMS) which is subject to independent third-party verification on an annual basis confirming compliance to ISO 9001:2015. This supports the control and management of the sales order processing and management of projects, including high manufacture standards and installation. Objectives and Targets are identified to help demonstrate continuous improvement are in place and effective.
- Continually developing and improving our operations and methods of work by fully utilising the risk analysis and opportunities elements of the QMS to improve the performance of SMR Projects operations.
- Carry out regularly audits and review that all appropriate in-house and external quality management systems, to demonstrate continuing suitability and to identify improvement opportunities in place and effective.
- Satisfy our clients by responding accurately, quickly and politely to every enquiry and order to produce a service to their required specification and complete all works to their satisfaction and in an acceptable and safe manner.
- Carry out regularly audits and review of all appropriate in-house and third-party quality management systems, to demonstrate continuing suitability and to identify improvement opportunities.

Our processes and activities will be organised so as to enable us to supply our customers with products and services that meet their needs and add value to their activities. Our management control include robust procedures to help ensure compliance of our products with appropriate standards and customer specifications.

Signed



Mike Finch  
Managing Director. November 2020

Revision	Date	Details of Change
1	Sept 2015	Policy Statement produced
2	Sept 2016	Policy Statement reviewed
3	Sept 2017	Policy Statement reviewed
4	Sept 2018	Policy Statement reviewed
5	Nov 2020	Policy reviewed and updated to reflect ISO 9001 certification
6	Nov 2021	Planned annual review