

MRM Worldwide (UK) Ltd Quality Policy Statement

The MRM Worldwide (UK) Ltd Quality Policy demonstrates our commitment to achieving and maintaining standards of excellence in all aspects of our operation. We implement quality systems and processes that are continually being improved to satisfy our clients' needs and exceed their expectations of our service.

At MRM, we work as a team to apply and adapt processes that meet the demands of a changing marketplace. All our work is carried out professionally and to the highest standard of technical and commercial integrity.

Our employees work together to communicate and cooperate effectively with one another and with our clients. We believe it is important that client requirements are clearly understood and met through close contact at all stages of a project.

When providing services to our clients, we will ensure that our quality policy is upheld and supported at every level within the business:

- quality procedures are followed in the management of projects
- documentation is maintained, controlled and archived
- audits of project work and departments are carried out, to assure high quality standards and ongoing enhancements
- both client and employee satisfaction feedback is collated and relayed to senior management to promote continual improvement
- effective management information is provided to appropriate staff to enable effective operational planning and management of work and resources
- leadership will communicate effectively with employees at all levels within the business in order to filter company objectives, operational updates, vision and values throughout the organisation

To support achievement of these goals, a series of measureable objectives and associated key performance indicators (KPIs) have been set. These are maintained by the ISO Compliance Director and reviewed quarterly with the IMS Management Review team. The record of these KPIs includes a reference to the quality goals above.

The Head of Operations is responsible for implementing the MRM Quality Policy. Ultimate company responsibility rests with the Executive Leadership Team.

We have developed this policy both to provide a solid foundation for good company practice, and as a steadfast commitment to producing the best possible work for our clients. This policy is communicated to all employees and available to all interested parties upon request.

Claudine Allen, Head of Operations