

 WILLIAM FARRELL LIMITED	William Farrell Limited Quality Policy	QP 01	Issue No. 02
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William Farrell Limited is totally committed to the principles and practice of excellence and will conform to the requirements of the ISO 9001:2015 Quality Management System Standard. The scope of the certification includes all activities relating to the company and is summarised as follows:

PURPOSE

WFL was established in 1985 by the current Managing Director Billy Farrell. From small beginnings WFL has thrived over many years to become a significant and trusted provider in the engineering facilities industry. Over the years WFL have maintained a core team of staff in whom we invest heavily in training and education to ensure that our service is both technically advanced and consistent. WFL are members of the Register of Electrical Contractors (RECI), the Association of Electrical Contractors (AECI) and the Construction Employers Federation (CEF). WFL is fully compliant with all health & safety regulations and carry out rigorous risk assessments to ensure quality. Over a period of more than 30 years in business, WFL has built up a reputation as one of the most reliable and consistent companies in the industry.

VISION

William Farrell Limited aspires to become a leading Irish contractor specialising in delivering high quality electrical and mechanical installations for the commercial, industrial, residential, healthcare, pharmaceutical, manufacturing and data technology industries.

MISSION

Our mission is to build on the core values of the business, as developed since the company's inception in 1985, to create a business that always delivers electrical and mechanical installations and maintenance to the highest standards possible. Our aim is to provide excellent project management skills and quality on site workmanship to ensure that our clients in the commercial, industrial, residential, healthcare, pharmaceutical, manufacturing and data technology industries receive a first-class installation and after care service. We aim to continually improve on our service delivery, learning from our collective experiences and developing a system of work practices that our highly educated team can achieve. We will continually improve, adopting new technologies and best practices as early as possible. We will bring a level of professionalism that will allow our clients to achieve their company's goals knowing that our team will support them and allow them to perform as desired. Furthermore, we will conduct our business in a socially responsible and ethical manner.

Our overall objective is to consistently provide customer value and satisfaction in product and service through world-class leadership, continual improvement, employee development, recognition and social responsibility. Our quality management system provides a framework for measuring and improving our overall business performance, supporting our company strategy and business plan, facilitating continual improvement and ensuring the fulfilment of our customers' requirements and other applicable requirements.

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The Senior Management Team and staff of William Farrell Limited commit to this:

- By ensuring that the company fully meets the requirements of its customers and by endeavoring to enhance the overall service to customers to ensure that they are fully satisfied with our products and services.
- By ensuring that the requirements of all interested parties are clearly understood so that our products and services can be delivered in a timely and professional manner.
- By promoting the use of a process approach and risk-based thinking, resulting in all processes being established, documented, resourced appropriately, monitored and measured, all at an appropriate risk level, to ensure conformance to their intended results.
- By ensuring that its entire staff is given sufficient training and development support to ensure competency for their area of work through education, training and experience, where appropriate.
- By ensuring through good planning and review that the best material and equipment is made available.
- By working closely with its customers to develop and maintain first class relationships.
- Through commitment to maintaining and developing first class supplier relationships.
- Through management's participation in the monitoring and measurement of the performance of the QMS is focused on acting on opportunities for continual improvement.
- Through planning and establishing measurable objectives for the ongoing development of the company and service to customers. These objectives are regularly reviewed and measured by management.

William Farrell
Managing Director

Date: **21st November 2018**