

WRc Quality Policy Statement

WRc is committed to deliver exceptional service to our clients. Our objective is to be established leaders that deliver innovative, sustainable solutions through collaboration and technical excellence.

We have a policy to continually improve our project management and customer focus to ensure that we understand our customer's needs, both now and in the future.

We do this by:

- Working closely with our clients to develop and implement innovative valued solutions;
- Improving the quality of our project management to ensure that work is delivered to our clients on time, quality and budget;
- Seeking customer feedback to ensure we are meeting or exceeding our client's expectations and promoting a culture of continual improvement;
- Attracting exceptional people to work at WRc and providing a programme of suitable training and professional development for all staff;
- Ensuring the suitability and effectiveness of our suppliers and sub-contractors.

Our quality management system has been developed to assist in achieving these objectives, and to comply with the requirements of BS EN ISO 9001:2008. Our Quality Management System is reviewed regularly to ensure that it continues to meet the needs of our clients and business.



Mark Smith, **CEO**