

Mechanical Removals & Installations Ltd
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PLANT & MACHINERY MOVEMENT / CRANAGE CONTRACT LIFTING / TRANSPORT / STORAGE

Document title	Quality Policy
Company	Mechanical Removals & Installations Ltd ("MRI Ltd")
Document owner	Managing Director
Version	1.0
Policy Number:	POL-010
Approved by	Mark Collier Snr, Managing Director
Approval date	21/01/2026
Effective date	21/01/2026
Next review date	21/06/2026

QUALITY POLICY

Mechanical Removals & Installations Ltd ("MRI Ltd")

1. Purpose

This policy defines MRI Ltd's commitment to delivering consistent, high-quality services that meet client requirements, contractual obligations and industry standards.

As a specialist contractor operating in lifting, transport and installation environments, MRI Ltd recognises that quality is achieved through disciplined planning, competent execution and controlled delivery at every stage of a project.

This policy is aligned with the principles of **ISO 9001:2015** and supports the company's objective of maintaining a structured, reliable and continually improving management system.

2. Scope

This policy applies to all operations undertaken by MRI Ltd, including:

- Mechanical & electrical removals and installations
- AP-led lifting operations and lift planning
- Plant movement and specialist handling
- Transport and heavy haulage



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- Fabrication and associated works
- Storage and logistics services

It applies to all employees, management personnel and subcontractors involved in delivering services on behalf of MRI Ltd.

3. Responsibilities

Responsibility for the implementation and effectiveness of this policy is defined as follows:

- **Managing Director**
Overall accountability for quality performance, strategic direction and compliance with ISO 9001 principles
- **Management Team**
Responsible for ensuring that quality requirements are understood, implemented and maintained across all operations
- **Appointed Persons (APs) & Operational Leads**
Responsible for ensuring that planning, lift coordination and execution are carried out in accordance with defined standards and project requirements
- **Employees and Operatives**
Responsible for carrying out work in a controlled, safe and competent manner in line with company procedures
- **Supply Chain & Subcontractors**
Required to meet MRI Ltd's quality expectations and operate in accordance with agreed standards and specifications

4. Commitments

MRI Ltd is committed to the following:

4.1 Client Focus

- Understanding client requirements from the outset
- Delivering services in line with agreed specifications, timelines and expectations
- Maintaining clear communication throughout project delivery

4.2 Controlled Project Delivery

- Applying structured planning processes to all lifting, transport and installation activities
- Ensuring **Appointed Person (AP) led lift planning** is carried out where required



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- Managing work through competent supervision and coordination
- Maintaining control of operations from delivery through to final positioning

4.3 Competence & Capability

- Ensuring all personnel are appropriately trained, experienced and competent
- Using qualified and experienced Appointed Persons, operators and supervisors
- Maintaining awareness of current industry standards and best practice

4.4 Consistency & Reliability

- Delivering consistent service quality across all projects
- Applying standardised working methods and procedures
- Ensuring reliability in both routine and high-risk operations

4.5 Supply Chain Quality

- Working with trusted and capable suppliers and subcontractors
- Monitoring supply chain performance where appropriate
- Ensuring materials, equipment and services meet required standards

4.6 Compliance

MRI Ltd will:

- Comply with all relevant legal, regulatory and contractual requirements
- Operate in line with **ISO 9001:2015 principles**
- Maintain appropriate documentation and records to support quality assurance
- Ensure that quality is integrated into all business processes



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5. Continuous Improvement

MRI Ltd is committed to continuous improvement by:

- Reviewing operational performance and identifying areas for improvement
- Learning from project outcomes, feedback and operational experience
- Addressing issues promptly and implementing corrective actions where necessary
- Improving processes, planning methods and service delivery over time

6. Review

This policy will be:

- **Reviewed regularly and at least annually** to ensure continued relevance and effectiveness
- Updated in line with changes to legislation, business activities and industry best practice

Next Review Date: 21/06/2026

7. Approval

Approved by:

Mark Collier Snr
 Managing Director
 Mechanical Removals & Installations Ltd

8. Contact and reporting concerns

For further information or to report a concern:

Email: enquiries@mri-online.co.uk

Telephone: 01474 354500

