	REF: IMS MANUAL	SECTION: 5
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5.2.1 Quality Policy

The Wright Group provide readymix and precast concrete products and installation services throughout Ireland and the UK.

Our mission as a preferred supplier to our customers is to be synonymous with the provision of quality products and services, professionalism and innovation together with faultless and safe project delivery in every operational area.

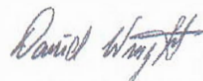
Our Goals

- Build long term relationships with our customers and suppliers
- Achieve our commitment of quality product and service, delivery and installation
- Drive continuous improvement and innovation based upon efficient business processes, well-defined measurements and best practices and an understanding of our customer's needs.
- Develop staff competencies, creativity, empowerment and accountability through appropriate training and development programs and show strong management involvement and commitment
- To operate a fully Integrated Management System (**IMS**) comprising of a Quality Management System (**ISO 9001**); An Occupational Health and Safety System (**ISO 45001**) and An Environmental Management System (**ISO14001**)

Wrights strive to be the best provider in the industry. Using our guiding principles, all employees are accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with best-in-class products and services.

Our goal is 100% customer satisfaction 100% of the time.

Signed:



David Wright
Managing Director

Date 01/10/2021