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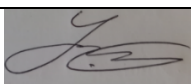
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MURRAY ENGINEERING SYSTEMS

Document Title:
Grievance Policy

Document Number:
MES-POL-003

<u>Name</u>	<u>Company Position</u>	<u>Signed</u>	<u>Date</u>	<u>Renewal Date</u>
Tom Murray	Managing Director		31/08/2024	31/08/2027

Policy Contents:

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2. Systems and Procedures
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Murray Engineering Systems Ltd
4 Ashby Road | Scunthorpe | North Lincolnshire | DN16 1NR

Registered company in England and Wales No: 15779615
VAT Registration No: 473710392
Achilles ID: 00208473

Overview

Murray Engineering Systems Ltd was established in 2024 to provide Electrical Engineering Consultancy and Design services, primarily to the following industries and sectors:

- Heavy manufacturing
- Petrochemical
- Bulk Liquid Storage
- Utilities
- Oil and Gas
- Power Generation
- Renewables

Quality is important to our business because we value our customers.

We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

Systems and Procedures

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Compliance

Compliance to national and international standards is of the utmost importance to **Murray Engineering Systems Ltd**. Our standards in terms of competency to ensure compliance can be found in **MES-POL-001 Health and Safety Policy**

All of our internal procedures are reviewed and approved, following a designated process.

Personal responsibilities

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

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Note: This policy can also be found in the employee handbook and is to be read, understood and signed to accept responsibility for the contents within

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