

The Mardyke Arena UCC is fully committed to maintaining customer satisfaction by sustaining the provision of top class facilities and maintaining the highest standards of hygiene and safety and programmes and activities that meet the needs and lifestyle requirements of our members and guests. This commitment is reinforced through the commitment of our professional staff.

We have identified the following strategic objectives in our business:

- To be identified and widely recognised as a national centre of excellence in the delivery of sporting, recreational and leisure opportunities to a wide and varied audience and to verify excellence status by establishing compliance with multiple external standards that are nationally and internationally recognised.
- To continually ensure the financial viability of the business through the maintenance of membership levels, quality service and customer satisfaction and financial controls and pro-active development of new and innovative programmes and activities.
- To achieve continuous improvement

This policy establishes the framework for setting specific quality objectives based on these core objectives. SMART objectives are utilised wherever possible to monitor and measure the performance of the Quality Management System and associated processes, products and services. Objectives and targets are approved by the General Manager on an annual basis and measured and monitored on a routine basis.

The company maintains an ISO 9001:2015 compliant Quality Management System which acts as a framework within which a number of additional management systems are incorporated in compliance with international standards/best practise in the areas of Health and Safety, Environmental and Energy Management and we are committed to maintaining compliance with all applicable standards, legislation, regulations and best practise in all areas.

This policy and QMS performance is reviewed at minimum annually as part of the management review process and as changes (organisational, legislative, company structure, risks, events) dictate.

We have communicated this policy to our employees.

**General Manager  
Mardyke Arena UCC**