



## QUALITY MANAGEMENT POLICY and PROCEDURES (including sub-contractors)

The company recognises the disciplines of health, safety; quality and environmental management and that they are an integral part of its management systems.

The directors of the company regard these as a primary responsibility and as such are the key to good business sense in the adoption of appropriate quality standards.

This Quality Policy, as implemented by the company requires continuous improvement in their quality management activities and that of any sub-contractors utilised.

The company and their sub-contractors shall conduct business using the following principals:

1. The company and their sub-contractors shall fully comply with all Acts, legislation, and regulations where applicable to their business.
2. Adopt a programme of continuous improvement and make the best use of its management resources in all its quality matters.
3. The company shall communicate throughout the company, sub-contractors, and other interested parties it's quality objectives and its performance against these objectives.
4. The management of the company shall ensure that their activities are safe for their employees, suppliers, visitors and other who may be affected by the acts or omissions.
5. Sub-contractors shall ensure that their activities are safe for their employees, client staff, suppliers, visitors and other who may be affected by the acts or omissions.
6. The company shall work closely with suppliers and customers to establish maintain and where possible improve the quality of their business.
7. Sub-contractors shall work closely with suppliers and customers to establish maintain and where possible improve the quality of their business.
8. The management of the company shall maintain a forward-thinking view on decisions that may affect the quality and output of their business, including its decision making.
9. Train and instruct their employees in the requirements and responsibilities of quality management.

It shall be the aim of the company, with the understanding and support of their employees; that through the documented and implemented quality management system the company shall meet and exceed the expectations of the company, its customers, and suppliers.

### **Management Responsibility**

### **Management Commitment**

The management of the company are: and shall remain committed to the continued and improving effectiveness of their Quality Management System. The company shall also ensure that their sub-

contractors remain committed to the continued improvement and effectiveness of their quality system.

This is being achieved through;

- The communication of the company's Quality Policy to all employees, customers, sub-contractors and others who have a vested interest in the company and its activities.
- The company shall undertake periodic customer reviews of the Quality System.
- The company undertakes in-house and external training of their employees as necessary.
- The management shall ensure that all level of employee and sub-contractor know and fully understand the regulatory requirements, procedures and practices involved in the Quality Management System.
- The company shall establish systems to review this policy, its procedures, and objectives.
- The management shall conduct an annual review of the Quality Management System.
- The company require that their sub-contractors carry out an annual review of their management systems, including quality.
- The management of the company shall ensure the provision of adequate resources to fully implement this Policy and its required activities.

### **Customer Focus**

The management of the company shall work closely with its customers to define and clarify their needs and to determine suitable review periods to ensure that all customer requirements are fulfilled.

Additionally, the company shall undertake, on an annual basis, customer service reviews.

These reviews shall be analysed and any required remedial actions shall be agreed and implemented.

### **Quality Policy**

The management of the company have defined its Quality Policy with regards to quality and shall ensure that:

- It is appropriate for the purpose it is intended.
- It is suitable for the company's requirements.
- It is prominently displayed within the company.
- Review its contents and accuracy on a periodic basis.

### **Planning**

The management shall ensure that objectives are established that encompass the main areas of the company's activities and the Quality Management System. It shall be the intention of the company to use the following SMART criteria:

S – Specific, M – Measurable, A – Achievable, R – Realistic, T – Timely.

To allow the company to attain their objectives whenever possible. The management of the company shall review and set achievable quality objectives and:

- Consider how the objectives shall be attained by the Quality Management System and whether the system requires amendment.

- Ensure that the objectives are consistent with the Quality Management System requirements.
- Ensure that any changes do not deviate from the objectives that have been set.

### **Responsibility, Authority and Communication**

The directors of the company shall introduce and maintain an organisational chart, this chart shall also contain job descriptions, which will clearly identify all positions within the company and associated key responsibilities.

### **Management Representative**

The company shall appoint a member of staff to act as the Quality Management Representative. The representative shall have the full support of the Directors and organisation to ensure:

- The processes of the Quality Management System are established, implemented and maintained.
- That the performance of the Quality Management System and any requirement for improvement is brought to the attention of the senior management of the company.
- That customer and supplier requirements are understood and communicated to a satisfactory standard throughout the company.

The Quality Management Representative shall be a member of the management of the company.

### **Internal Communications**

The company has a defined organisational chart that denotes lines of communication throughout the company. The chart also identifies lines of reporting defects and failures.

Communication regarding the effectiveness of the Quality Management System shall take place through management meetings.

### **Management Review**

#### **General**

The management of the company shall be responsible for undertaking a thorough review of the Quality Management System on an annual basis, as a minimum.

These reviews are;

- Planned events.
- Shall take the opportunity to make assessments for any required improvement actions.
- An opportunity to evaluate the need for changes to the Quality Management System.
- An opportunity for a review and assessment of the results and to consider changes to the Quality Policy and its objectives.

Minutes of Quality Management System review meetings shall be taken, maintained and circulated to all concerned parties.

### **Review Input**

The agenda for Quality Management System review meetings shall include (but not limited to);

- Results of Quality Audits.
- Customer and supplier feedback.
- Process performance and non-conformance issues.
- Preventative and corrective actions and status of such actions.
- The need to review and action meeting minutes from previous meeting.
- Planned changes to processes, procedures, company structure etc. that may influence the Quality Management System.

### **Review Output**

Output for the Quality Management System review meetings shall include decisions and actions relating to (but not limited to):

- Fostering a quality mind-set with the objective of developing and providing services with zero defects that are trusted and preferred by clients and deliver on our high standard quality of work and client satisfaction.
- Complying with relevant laws and regulations as well as internal requirements.
- Continuously challenging ourselves to improve the quality management system to guarantee work and material safety.
- Prevent quality incidents and eliminate defects through the review of quality objectives and results,
- Encouraging participation and promotion of quality responsibilities amongst all members of staff and third parties through standards, education, training and coaching, supervision and effective communication.