



ISO9001 References: 4.1; 4.2		Process No: 3.0
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QUALITY POLICY STATEMENT		

This manual covers the control of goods and services from the receipt of the customer's enquiry, through careful planning and a monitoring and measurement process, to the delivery of the goods and the services. It is supported by quality processes. It also ensures that we determine our objectives, set targets for achievement of them, and evaluate success.

The scope of our work is to the relevant British Standard (e.g. BS1722- all parts; BS6497; BSEN ISO 1461 etc. National Highways Sector Schemes for Quality Management in Highway Works 2A, 2B, 2C, 5A, 5B & 8). Our scope of registration, i.e. our certificate clearly states where we have been assessed to and achieved such. We have no input into the Design and Development clause 7.3. Where we are provided with Client Drawings they are controlled through the manufacture and installation processes. Therefore we disclaim this clause.

The Quality Process Manual ISO9001:2008 identifies our commitment to our customers, to interested parties and to employees of our Company. It defines responsibility for quality management system functions and our compliance with BS EN ISO 9001:2008.

The quality procedures clearly show and describe the functions to be carried-out in the relevant departments by all personnel. They also lay down guidelines within which departments throughout the Company can operate. They provide for planning, providing sufficient resources and suitable infrastructure, for extracting and translating the needs and expectations of the Client and other interested parties and in the unlikely event of complaint or defect, they provide for effective dealing of quality problems on goods / services supplied, whether direct or sub-contract.

We are committed to continual improvement, for adding value to our service and retaining our standing within the Industry. We undertake analysis of data to support our decision making.

This manual and associated quality processes are subject to regular review and updating. A complete review will take place annually to ensure that the quality management system conforms to BS EN ISO 9001:2008, and that it is effective. The manual is held centrally for ease of access to all personnel. Employees and suppliers undertaking works on our behalf are competent to carry-out the works. Employees have been given training, instruction and coaching to ensure that they are aware of their role for maintaining and improving the quality management system. They will be advised of any revisions and will be given further instruction to ensure that they adhere to the directives.

Clients are encouraged to provide feedback of satisfaction / dissatisfaction. Employees are encouraged to provide suggestions and recommendations for improvement.

Ian Frost
Managing Director

14th April 2010

Issued by: Andy Relf	Signed:	Date: 14/04/2010
Approved by: Ian Frost	Signed:	Date: 14/04/2010