

# SOUTH WEST CONCRETE REPAIRS LTD

## QUALITY MANUAL

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QUALITY POLICY STATEMENT

### QUALITY POLICY STATEMENT

South West Concrete Repairs Ltd company policy is to provide services which conform fully to our clients requirements and carry out works in strict accordance with any specifications, codes of practice and relevant legislation. Aiming to define standards and fitness for purpose at the outset of any project and maintain consistently those standards throughout the scheme. In order to achieve this South West Concrete Repairs Ltd recognise the need to continue its commitment by :-

Monitoring and identifying changes in Codes of Practice, Technical and Health & Safety developments, and implementing those changes by incorporating them into the company's standard working practices.

Increase the level of awareness of our suppliers, staff and sub contractors, through training, information and dissemination of knowledge. The company accepts its responsibility to ensure that all our workforce receive the necessary training to carry out their duties safely and effectively, and to high standards of workmanship. Furthermore to ensure that staff given particular responsibilities for site management, safety and quality are able to fulfill those duties and obligations. Where staff have a key role in the implementation of the system accountabilities are set out in their job descriptions.

Evaluating the accuracy of services prior to circulation, through examination, quality assurance controls and record keeping, and to minimise risks in respect of defective services through the operation of management review plans.

The Quality Policy of this company is implemented through the operation of the quality management system, this system is continuously reviewed and audited to ensure the necessary standards of service are maintained at all times. The requirements of this policy are mandatory for all personnel and no unauthorised alterations are permitted.

The purpose of the quality management system is primarily to achieve customer satisfaction by preventing non conformity at all stages of the project. The only way to achieve and maintain this policy is for all personnel, in whatever capacity, to perform their work to the highest standards at all times. The aim must be to GET IT RIGHT FIRST TIME AND STRIVE FOR CONTINUOUS IMPROVEMENTS.

K.M.Buckley

Director