



Quality Manual – Quality Policy 5.2

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Approved by:

Matt Baker (CEO)

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Quality Policy Statement

Declaration

- The company believe that for the greatest possibility of ensuring quality to its products and services, all employees should follow and conform to the company's Quality Management System (QMS).

Processes

- The company currently detail 12 individual procedures alongside specific work instructions and methods of operations, all held within the current version of the Quality Manual.
- [P:\QA\Quality Manual\Quality Manual Current](#)

Top Managements Commitment

- Top management's commitment to maintaining quality standards is paramount in all communications.
- Proven track records have identified that by applying high quality standards leads to repeat work from customers, increase in profits and improved customer satisfaction.
- So enabling the company to continue on its strategic direction.

Ownership, Involvement and Key Roles

- Within the 4 Main operations of the business (Sales & Estimating / Design / Contracts / Service & Maintenance) customers projects will be given to a selected team of individual's, dependant on the location of the project and the availability of resource timing.
- Each team will be headed by either a Manger or a Team Leader.
- At each stage of the project the individual team will have ownership / involvement and be responsible for creating the outputs to be delivered as inputs to the consecutive team.

Monitoring of Customer needs

- At each stage of development of the project, monitoring will take place.
- Sales & Estimating will review and monitor received project information to create an output that meets customer needs and the appropriate and statutory regulations.
- Design will appoint a competent resource to review each individual design against the customer's requirements and the appropriate statutory regulations.
- Contracts will appoint a project manager to monitor the installation stage of the project to ensure that the customer needs and the appropriate statutory regulations are met.

Ensuring Customer Satisfaction

- Customer Satisfaction is ensured by meeting the client's initial financial budgets.
- Producing well co-ordinated and timed design drawings.
- Installing the project within the designated time period.
- Maintaining excellent communication liaisons.
- Continued regular site contact.
- Supporting the customer from the outset all the way through to practical completion.



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Providing Adequate Resources

- Each project undertaken is reviewed independently in concern of the design and contracting resource requirements. Available resources will be communicated and options for any deficiencies will be put forward.

Working with Customers

- Customers will be treated with respect and fairness.
- Customers will be responded to with minimal delay.
- Customers meetings will be attended when considered to be productive.
- Customer feedback will be obtained on our performance and reported back to the Top Management.

Statutory & Regulatory Requirements

- Within this general industry framework, it is our policy to strive for, and achieve, the highest quality standards necessary to meet the requirements of our Customers and the society within which we work. This policy shall also meet the requirements of the current standards BSEN ISO9001, BSEN-12845, BS9251, LPS1048 and LPCB Technical Bulletins. Also NFPA13 and FM rules, where applicable.
- To this end, it remains the responsibility of every member of the Company to ensure that our products are designed, manufactured, supplied and installed to the relevant standard, fit for the specified use, capable of meeting defined performance standards and are safe and reliable in operation.

Periodical review of the systems and process

- The Quality Management System processes and systems are periodically reviewed by ISO auditors every 6 months and LPCB audit visits 6 times per year to cover all registered offices. As well as 17 internal departmental audits per year.

Quality Objectives

- Objectives are set on an annual basis and presented within the company's business plan.
- Objectives are set to continually improve the suitability, adequacy and effectiveness of the QMS.
- It is recognised that in order to achieve the Company's Quality Objectives, we must adapt and change to any situation. Therefore, our quality assurance and technical staff are responsible for ensuring that our systems, processes and methods keep pace with business and technological developments, and we strive for never-ending improvement.

Financial Controls and Systems for Ordering Materials

- Financial controls are defined within the Purchasing Process and associated work instructions.
- Authorities for Financial authority, responsibility and accountability are defined within the Authority Matrix.

Quality of Materials

- Under the conditions of statutory regulation requirements and the 1048 scheme, materials purchased must be appropriately approved if stated to BS/ LPCB / FM / NFPA or UL dependant on the specified classification of the project.



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Training and Development

- Appropriate training is provided at all stages of career development.
- Research of available and new courses is undertaken through the HR and SHE Departments.
- Mentoring from competent employees will be paramount for new starters with minimal experience.
- Training is sourced internally and externally.

Non Conforming Products

- Non conformance will be identified and communicated at all 4 stages of a project.
- Sales & Estimating will identify non conformance to the statutory regulation requirements within the received customer's tender information.
- Design will identify non conformance during the review and verification stage of the project.
- Contracts will identify non conformance during the construction stage of the project.
- Service & Maintenance will identify non conformance at the scheduled service visit.
- All non conformance will undergo a corrective action phase or be accepted by AHJ.

