

PURPOSE

To ensure that, through the way we work and behave, all our people and where feasible stakeholders, are engaged in actively managing our work processes and strive to maintain and improve our quality of service and workmanship aiming to exceed our customer expectations.

SCOPE

This policy applies to Stonbury Holdings Ltd, Stonbury Ltd, Kingcombe Stonbury Ltd and ITS Stonbury Ltd. It applies to all work activities undertaken on behalf of the businesses.

COMMITMENT

It is the Boards intention to demonstrate ongoing customer satisfaction and commitment to improving performance throughout our organisation; through training, promoting best practices and continually improving internal processes, aimed at exceeding customer expectations and fulfilling moral responsibilities and legal obligations.

Through our employees and subcontractors, we will strive to deliver the best level of service on time every time to the highest levels of quality. This is evident, in part, by our ISO 9001 registration and continuous improvement programme. The Board is committed to ensuring that all employees recognise and understand their obligations to apply and implement appropriate measures.

CONTROL

The control and monitoring of service and quality, processes and procedures is vital as part of the company's culture to continuously improve. These obligations are reflected in the following commitments:

- Adequate resources will be provided to ensure that all our people, subcontractors and stakeholders are aware of this policy and commitment to its effective implementation.
- Senior management will ensure that roles and responsibilities for quality management will be defined, as necessary within role profiles.
- To communicate to all employees their responsibilities and co-operation with management in its effort to fulfil the policy.
- Establish, implement and maintain a quality management system to meet or exceed the requirement of ISO 9001
- Meeting or exceeding all legal and other requirements applicable to its operations and systems, including customer requirements.
- Regularly monitor the quality management systems and our performance in key areas to ensure they continue to meet the needs of the organisation and its customers and in order to identify opportunities to improve.
- Listen to customers to ensure that their needs are fully understood and taken into account in all relevant business processes.
- Set and review strategic and operational tracked quality objectives to facilitate continuous improvement in the systems and its processes.
- Identify non-conformances from a variety of sources within the system and ensure these are assessed to identify the root causes and corrective and preventative measures are implemented

REVIEW AND COMMUNICATION

Review and revise this policy at regular 12 monthly intervals, as part of change planning, lessons learned, knowledge transfer and post incident. Communicate this policy throughout all levels of the group and make it available to interested parties on request.

APPROVAL

Signed by the Group Managing Director



Ian Mellor

Date 10th July 2020