



Quality Management Policy

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CUSTOMER FOCUS

The aim of our Quality Management Policy is to ensure that the services provided completely satisfy all of our customers' requirements. To help achieve this aim the Director will ensure that client requirements are clearly identified and communicated to all staff with the aim of enhancing customer satisfaction.

PLANNING, OBJECTIVES AND REQUIREMENTS

We have established quality objectives and targets for any relevant areas of improvement, in line with our policies and commitment to continual improvement.

Consideration is given to legal requirements, significant environmental aspects, technological options, financial, operational, and business requirements, and the views of interested parties.

Targets set will be measurable and consistent with our policies and a programme will be prepared for achieving all necessary objectives and targets within a set time frame, along with the responsibilities for all functions in the company.

Our Quality Management Policy will be reviewed at regular intervals; where necessary it will be amended to address changes to the activities, products, services, and operating conditions of the organisation with relation to our targets.

COMMUNICATION

We have established and will maintain a documented procedure for the communication of our objectives, work instructions and any other quality management information, in respect of:

- a) Internal communication between the various levels and functions of the organization.
- b) Receiving, documenting, and responding to relevant communications from external interested parties.

PROVISION OF RESOURCES

Peter Wiffen is responsible for ensuring that all resource requirements needed to achieve customer satisfaction, control, and improve the Quality Management Policy are made available.

Adequate facilities such as buildings, workspaces and the necessary equipment are provided to achieve our customer requirements, also including any supporting services such as transport and communications.

We shall determine and manage our work environment needed to achieve conformity to our product requirements.

HUMAN RESOURCES-TRAINING AND COMPETENCY

We have identified and will maintain records of all training carried out for every employee and will ensure that all personnel who manage, perform, or verify activities affecting quality of our service and environmental impact are competent to carry out their activities.

We shall ensure that employees at all levels will be made aware of:

- a) Our policy, both through training and their accessibility throughout the company.
- b) The requirements of the Quality Management Policy, its significance, and the benefits of an improved personal performance.
- c) Their roles for achieving conformance with the aspects of the Quality Management Policy, including emergency response and preparedness, policy, procedures, and the achievement of objectives.
- d) The potential consequences of departure from specified operating procedures.



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HUMAN RESOURCES-TRAINING AND COMPETENCY (CONTINUED)

All staff shall receive induction training covering the above and any other necessary company information, this training reviewed and updated regularly. Existing qualifications and experience will be requested from all technical staff.

PLANNING OF PRODUCT REALISATION

We will plan and develop the process needed to ensure service realisation, by providing risk assessments and method statements, work equipment and the necessary information to all staff to ensure we meet our specified customer requirements.

All staff will be selected for particular jobs based on their individual training and experience, and no member of staff will be placed in a job for which they have had insufficient training to carry out.

CUSTOMER RELATED PROCESSES

We shall ensure that customer needs and requirements are clearly defined and understood, ensuring that any statutory or regulatory requirements are considered and catered for and a clear understanding of the scope of work to be conducted is obtained and documented. Any elements not specified by the customer but necessary to fulfil the intended requirements of the job are also identified.

All orders/contracts received by the company (both verbal and written) are subject to review to ensure that all requirements are adequately defined, all areas of difference/contention are addressed, and contractual commitments can be met.

Quotes are raised as required by the customer and forwarded with a copy kept on file, should the order be amended after the initial review, the order is re-reviewed, and the necessary paperwork amended.

We shall maintain the necessary communication paths with our customers to ensure effective communication with regards to the service, dealing with enquiries and customer feedback.

PURCHASING

All purchasing of materials, office equipment and stationery required by the company are subject to the controls defined in our documented procedure including ethical sourcing and sustainability.

All purchases are clearly recorded, detailing specific purchase information including purchase number and description and are signed off and checked on arrival.

An approved suppliers list is maintained, all purchases made are done so from this list; suppliers are assessed through a questionnaire and on evaluation of their previous performances.

Supplier and subcontractor performances are evaluated annually via the management review. Those falling below the standard required will no longer be used.

OPERATIONAL CONTROL

We have identified the operations and activities associated with the significant environmental aspects in line with our policy, objectives, and targets, along with the control measures to be applied. The company maintains a separate environmental Policy.

We shall communicate these procedures to our staff and, where necessary, suppliers and contractors, in the event that the absence of such procedures could lead to deviation from our policies, objectives and targets or breach of legislation.



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EMERGENCY PREPAREDNESS AND RESPONSE

We have established and will maintain a procedure that identifies the potential for and response to accidents and emergency situations, and for mitigating the environmental impacts and the likely illness or injury that may be associated with them.

We shall review and revise, if appropriate, the effectiveness of our preparedness and response procedure, particularly after the occurrence of an accident or emergency situation, testing these procedures where practical.

PERFORMANCE MONITORING AND MEASUREMENT

We have established and will maintain a documented procedure for the monitoring and measurement of key characteristics of our operations that have a significant impact on the environment on a regular basis. This includes:

- a) Tracking performance.
- b) Operational controls identified.
- c) Conformance with our objectives and targets, compliance with our management programmes, and applicable legislation and regulatory requirements.
- d) Recording of data and results of monitoring and measurement sufficient to facilitate subsequent corrective and preventative analysis.

We have produced and will maintain a documented procedure for the periodical review of all relevant legislation.

MONITORING AND MEASUREMENT OF THE PRODUCT AND PROCESS

Most processes and activities conducted within the company will be monitored or measured by supervision. Managers and employees will be responsible for ensuring that the activities conducted within their areas of responsibility meet all specified requirements for the activity. Additionally, they shall have a responsibility to identify and recommend opportunities to improve the processes within their area of responsibility.

On completion, orders are subject to inspection against the specified requirements to ensure that the service provided meets the order and that all previous specified inspection/operations have been satisfactorily completed.

CUSTOMER SATISFACTION

Customer satisfaction shall be monitored through key performance indicators (KPI), and it includes.

- a) Number of complaints
- b) Percentage of customers that place re-orders
- c) Number of customers lost through dissatisfaction
- d) Number of new customers obtained through customer recommendations

CONTROL OF NON-CONFORMANCES AND NON-CONFORMING PRODUCTS

We have established and will maintain a documented procedure to specify the actions that need to be taken in the event that services or processes are found to be incorrect.

These instructions shall ensure that whenever services or processes are found to be incorrect the situation is recorded, and the fault or problem identified to prevent inadvertent use or further processing until such time as the situation has been reviewed and a course of action specified.

The action taken to mitigate any consequences arising from a non-conformance will be recorded along with the initiation and confirmation of the effectiveness of such actions, personnel will be identified to agree corrective and preventive action to avoid a recurrence of the non-conformance.

A record of the action taken will be maintained along with trace ability, where appropriate records and changes to operating procedures and work instructions will be reviewed.



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MANAGEMENT REVIEW

H W Wilson Limited will review the Quality Management Policy to ensure its continued suitability, adequacy, and effectiveness via the management review process.

The management review will address the possible need for changes to policies, objectives and other elements of the Quality Management Policy including target and objective results, changing circumstances and the commitment to continual improvement. It shall also include:

- a) Results of evaluations of compliance with legal requirements and other requirements to which H W Wilson subscribes.
- b) Any communications from interested parties, including complaints.
- c) Customer feedback, satisfaction with works completed.
- d) Review of resources.
- e) Process performance and product conformity.
- f) Supplier and sub-contractor performance.
- g) Extent to which our objectives and targets have been met.
- h) Results of non-conformances and the status of corrective and preventative actions.
- i) Follow up actions from previous problems on projects.
- j) Any changes or recommendations for improvement, including those related to customer requirement.

QUALITY MANAGEMENT POLICY STATEMENT

This policy document applies to all H W Wilson Limited staff and covers all aspects of the work carried out by the company.

This document is accessible to all staff and will be introduced to new construction operatives or administration staff during their induction. All staff should read and understand this document and training records should be updated accordingly.

This Policy is documented, implemented, maintained, and communicated to all employees and sub-contractors through regular issuing of information and training.

It is our policy to manage the business in the most responsible way, complying with all relevant legislation and codes of practice and we aim to provide our customers with an on time, fault free and reliable service that exceeds their expectations wherever possible.

The Quality Management Policy provides a framework for the setting and reviewing of objectives and targets, to help support our continuous improvement and ensure our quality management is developed.

Top management is committed to:

- Satisfying applicable requirements
- Continual improvement of the QMS

Top management shall:

- Take accountability for the effectiveness of the QMS.
- Ensure the quality policy and quality objectives are established for the QMS and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the QMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
- Promote the use of a process approach and risk-based thinking.
- Ensure that the resources needed for the QMS are available, including training, support, and encouragement.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promote improvement.



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QUALITY MANAGEMENT POLICY STATEMENT (CONTINUED)

Top management shall: (Continued)

- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Establish partnerships with suppliers and interested parties to provide an improved service.

This policy will be communicated to all employees and organisations working for or on our behalf.

Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

The high quality of workmanship and reliability in delivering projects on time and to budget are fundamental to the success of the company.

This policy is available to relevant interested parties, upon reasonable request and shall be displayed in a prominent position on the notice board in an area that is accessible to visitors.

The Policy will be reviewed regularly by top management to ensure its continued suitability for the company and where required will be amended and re-issued. Previous versions of this policy are archived.

For and on behalf of H.W Wilson Limited

Peter Wiffen

Managing Director

Signed: 

Date: 1st October 2024