

## STATEMENT OF INTENT

It is the aim of Ian Thomas Construction Services Ltd that all of our activities are carried out in accordance with our business management system, which is working towards BS EN ISO9001.

We are sympathetic to the activities we undertake and its effects on the built environment, so therefore attention to quality is central to Ian Thomas Construction Services Ltd. We strive to achieve operational excellence by making everything we do a part of our business core principles. In doing so we are dedicated to improving information, training both within the organisation and with our partners thus harnessing the capabilities of our staff, partners and supply chain to ensure quality delivery to our customers.

Our definition of quality is making sure we meet the customer requirements every time. To achieve this understanding of the requirements will require us to fully focus on the aspects of the project throughout its lifecycle. To do this our standards for managing quality will ensure that:

- through clearly defined and audited designs, completed works meet the customer expectations
- our planning enables us to conduct work in a logical and orderly fashion and incorporate work patterns that meet both quality and safety requirements
- the finished product is at the desired quality, by ensuring skilled workmanship, processes and quality products
- through auditing of the process undertaken and materials used, that non-conformances are eliminated wherever possible, thus ensuring the finished project is at the desired level expected by the customer

Ian Thomas Construction Services Ltd understands that to deliver the required level of quality then it must;

- understand its own abilities/skills and capabilities, therefore identifying any shortfalls that will lead to quality imperfections
- communicate effectively with our associates to ensure all aspects of the project are understood
- in all works carried out we shall comply with applicable legislation, relevant codes of practice, accepted industry standards and customer requirements
- adopt an ethos of continuous improvement using innovation and best practice through all aspects of the business
- ensure that non-conformances are eliminated or where they do occur we learn from the resulting investigation and corrective action.
- ensure the culture created within the business encompasses the company's quality objectives and allows staff to develop and work to their full potential.
- review its operations to ensure that company objectives are being met and improvement is being made.

## RESPONSIBILITIES

Responsibility for this Policy ultimately lies with the Director. Day to day implementation of the Policy is the responsibility of supervisory management. All employees have a responsibility to comply with this Policy and its associated arrangements.

## ARRANGEMENTS

Arrangements for the control of Quality are being developed within the Business Management System. The effectiveness of these arrangements and our performance against Company objectives is routinely monitored by the Director. This statement aligns with Ian Thomas Construction Services Ltd policies and will be reviewed annually as a minimum. This Policy will be brought to the attention of all employees, supply chain partners and persons working on behalf of the Company.

## AUTHORISATION

Ian Thomas  
Director  
November 2019

