



QUALITY POLICY STATEMENT

Howard Civil Engineering Ltd wish to deliver products, services and conditions that consistently meet and exceed customer expectations.

The Organization operates a Quality Management System specific to groundwork and civil engineering. Which provides affecting and monitoring compliance and continuous improvement to achieve customer satisfaction?

The management is committed to:

- 1.) Ensure that quality objectives are implemented, progressed and Reviewed
- 2.) Regularly review Howard Civil Engineering Ltd performance through audits, inspections, complaints, records of commendation and incident/near miss reporting
- 3.) Compile quarterly progress reports
- 4.) Aid with quality training programmes.
- 5.) Developing and improving the Quality Management System constantly.
- 6.) Continually improving the effectiveness of the Quality Management System
- 7.) The enhancement of client satisfaction.

The management has an enduring obligation to

1. Improve implementation of internal inductions to all employees.
2. Increase awareness and usage of the Quality Management System
3. Reduce absenteeism.
4. Improve feedback of customer satisfaction.
5. Improve root cause analysis of defects, non conformances and system failures.
6. Ensure that client needs and expectations are determined and fulfilled with the aim of achieving client satisfaction
7. Communicate throughout the Organisation the importance of meeting client needs and all relevant statutory regulatory requirements

8. Ensure that the Management Reviews set and review the quality objectives and reports on the Internal Audit results as means of monitoring and measuring the processes and effectiveness of the Quality Management System
9. Ensure the availability of resources

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Organization complies with all relevant and regulatory requirements.

The Organization constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed: 

Date: January 2016

M T Howard - Director