



LEADERSHIP

STRATEGIC QUALITY POLICY SQP001

QUALITY

Written by: Liam O'Loughlin

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Reviewed by: Andrew Smith

VISION:

Our Vision: "To achieve customer satisfaction on every project by delivering consistently every single time".

We are realising our Vision by empowering everyone to focus on our customers and take ownership for their quality accountability and desire for continuous improvement.

COMMITMENT:

The Directors of Arthur Civil Engineering are committed to effective Quality Management throughout all design and construction processes and believe that by focusing on our customers, delivering a high-quality service to industry leading standards is essential for sustainable business.

To achieve this the Company will commit sufficient support and resources to its projects to actively control and monitor all visual, physical and technical quality aspects with the aim of delivering the standard our customers expect.

The Directors of Arthur Civil Engineering accept the responsibility for sustaining the technical training knowledge and requirements of their employees to ensure consistent delivery of the Company's operations.

To support this statement Arthur Civil Engineering will ensure that:

- The Company continues to understand the context of its operations in respect to quality and will consider all issues, parties and services that it undertakes business in and with.
- The Company continues to establish and communicate its quality **strategy**.
- The Company continues to innovate its quality systems to ensure effective **communication**.
- The Company evaluates its quality performance by setting challenging quality compliance **targets** and monitoring the results.



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- The Company provides enough quality training and **resource** support to ensure 100% compliance with operational quality procedures.
- The Company continues to establish and communicate its policies, procedures, processes and guidance relevant to quality to ensure 100% **compliance** with them is maintained including compliance with all legislation applicable to quality.
- The Company describes accountability throughout its organization in order to achieve commitment in quality **leadership**.
- The Company continues to **learn** when opportunities for improvement are identified and that corrective actions are implemented when quality non-conformance occurs.
- The Company takes quality **planning** seriously, identifies means to improve consistency and aims to ensure customer satisfaction on every project.
- The Company integrates its **key goals** and **key behaviors** described in this policy and its strategy into all of its systems in order to grow a first-class quality culture.

RESPONSIBILITY:

The Directors of Arthur Civil Engineering will:

- Take overall responsibility and accountability for customer satisfaction and work to improve the Company's systems to always improve consistency.
- Monitor compliance with this Quality Policy and Operational Management System (OMS).
- Ensure Arthur Civil Engineering works with clients and their quality policies.
- Ensure quality policies and quality objectives are established for the quality management system.
- Communicate this policy to their employees (and external parties) to ensure awareness throughout the Company and the benefits of improved performance as well as the implications of not conforming.
- Report all quality opportunities for improvement so far as to prevent reoccurrence within the company.
- Provide the necessary resources and training to understand and implement the requirements of this Strategic Quality Policy.

All employees of Arthur Civil Engineering will:

- Take responsibility for their own quality accountabilities and quality accountabilities of their team and of their colleagues.
- Understand their personal quality responsibilities.
- Report quality PI's, OFI's BES's and NC's without fear of dismissal or reprisal.
- Follow the requirements of the Quality Management System on their projects
- Report on the effectiveness of the OMS with regards to quality management.

APPROACH:**Arthur Civil Engineering will:**

- Ensure that employees and subcontracted personnel are sufficiently trained, experienced and, where applicable, supervised to a standard sufficient to ensure customer satisfaction by delivering consistently.
- Take corrective actions where non-conformance is highlighted.
- Arthur Civil Engineering will ensure that it implements ISO9001 throughout all of its systems and conducts audits on itself to ensure compliance with all of its quality procedures, processes, records, conditions and behaviours.

REVISION STATUS:

	Rev.	Date	Description if Addition (A), Deletion (D) or Substitution (S)	Approved by:
1.1	01	20/02/2020	Written by Liam O'Loughlin	Andrew Smith
1.2	02	20/02/2021	Review	Andrew Smith
1.3	03	02/08/2021	Review	Andrew Smith
1.4	04	07/02/2022	Review	Andrew Smith

The information contained in this Policy applies to all employees of Arthur Civil Engineering Limited ('Arthur Civil Engineering Ltd' or 'the Company') subject to any qualifying conditions described. This policy should be read in conjunction with your Contract of Employment and the Company Handbook. The Company may amend and extend the contents of this document at any time, subject to statutory and/or operational requirements. If you require any clarification in respect of this Policy, please speak in the first instance to one of the Directors.