



## QUALITY POLICY STATEMENT

SDC Builders Ltd is a construction company operating from a head office in Bedford and a regional hub in Oxford undertaking the design and construction of commercial, industrial and domestic buildings incorporating new work, repair and maintenance.

We the Directors of SDC Builders Ltd are fully committed to the provision of a quality service in a manner that meets with the client's requirements.

SDC's success is based on the quality and commitment of its experienced and professional management and construction personnel. Continual development of our operations ensures that we combine the best in modern building techniques with the best in traditional craft skills. Not only are we committed to producing a quality product, but also in providing our clients with a quality service throughout the construction of our projects and beyond.

Our approach is to listen and openly discuss the individual needs of each project with our client and project team and work closely and collaboratively throughout the project delivery to ensure their expectations are met or exceeded.

Our philosophy is to maintain, and improve if possible, our record of providing work of the highest quality, in accordance with the client's requirements, on time and within budget.

We will ensure that:

- Client satisfaction remains inherent to our business
- We fully understand our client's brief and any specific requirements
- Our Quality Management System continues to meet the requirements of BS EN ISO 9001:2015.
- We effectively manage the design process and the integration of design specialists
- We maintain emphasis on detailing that promotes good quality installations on site
- We only use materials and services that meet our own quality assurance standards
- All work is carried out consistently to a defined standard and in compliance with the relevant specifications
- We have the skills and resources to fulfil our client requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We provide a framework for setting and reviewing targets and objectives
- Any complaints are dealt with efficiently and within an acceptable time period

All new and existing personnel and all those working on behalf of the company are made aware of this policy statement at initial induction, through ongoing training and by display of the policy statement in the workplace. This policy statement is also made available to the public and other interested parties by publication on our website.

### **Organisation**

We fully recognise the importance of achieving good standards of quality management and quality control and the impact this has on the effectiveness and sustainability of our business and are fully committed to achieving the highest standards of quality performance in all parts of our operations. We also recognise the need to continually strive for improvement and shall provide a framework for setting and reviewing objectives and measurable targets.

The following deals with the allocation of responsibilities to people:-

- Francis Shiner, the Managing Director, has the overall responsibility for quality within the Company. The main responsibility being to ensure that the Company and senior management properly address quality issues. This does not absolve the other members of the Board from its



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collective responsibility to lead and oversee quality management within the Company. Adam Knaggs, Director, has been appointed to champion product quality issues;

- Each member of the management team is responsible for ensuring that due consideration is given to the quality implications of any decision or proposal made in their respective area of responsibility. Furthermore, individual employees have been allocated specific roles to coordinate, direct and promote quality issues within the Company that are detailed within the Business Management System;
- The Business Systems Manager will ensure that the Business Management System complies with the requirements of BS EN ISO 9001:2015 and that regular internal and external audits are carried out to ensure compliance with this standard. The Business Systems Manager will also provide support to staff on the contents and compliance requirements of the Business Management System
- The Business Protection Services Department will provide guidance and support to all departments and employees on the management of product quality;
- Employees must bring any quality concerns to the attention of the Company, directly with their line manager, the Business Systems Manager and/or the Business Protection Services Department;
- The Business Protection Services Department is responsible for carrying out performance monitoring and audits to ensure that the quality of product objectives of this policy are met.
- We expect every employee to strive to achieve and maintain the highest standards of quality performance at all times and to comply fully with the provisions laid down in this Policy, the Business Management System and the Companies' quality arrangements.

## Arrangements

The following deals with how the responsibilities under 'organisation' will be carried out:-

- The Company will monitor quality standards associated with its site based activities and put in place such controls as may be necessary to eliminate poor quality of product issues;
- Training needs will be identified by reference to company and industry experience, and training provided as part of Company training arrangements, site inductions and tool-box talks.

Our Company is constantly striving to improve the quality of its operations and product. We recognise that the success of this Policy Statement depends on the combined efforts of all individuals and to this end will fully support any individual encountering difficulties implementing this Policy Statement.

This Policy Statement will be reviewed by the Main Board annually or sooner following experience or because of operational or organisational changes to ensure it remains current.

Signed:

**Francis Shiner**  
Managing Director

Signed:

**Adam Knaggs**  
Deputy Managing Director

Signed:

**Martin Lowndes**  
Finance Director

Signed:

**Gary Wykes**  
Director

Signed:

**Dan Changer**  
Director

Signed:

**Andrew Shiner**  
Director

Signed:

**Carl Bennett**  
Director

Signed:

**Andrew Mitchell**  
Director

Date: **September 2020**

Next Review Date: **April 2021**