

# Quality Policy Statement

Stroma Building Control

## 1.0 Introduction

Quality Management within the Organisation is in accordance with ISO 9001:2015, and the purpose of the Quality Management System is to define the policy, Organisation and responsibilities for the Management of quality within the Organisation.

The Organisation's Top Management is committed to:

- Developing and maintaining the Quality Management System.
- Continually looking to improve the effectiveness of the Quality Management System.
- The enhancement of customer satisfaction.
- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicating throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
- Establishing the Quality Policy and setting Quality Objectives for relevant functions, levels and processes.
- Ensuring that Management Review the performance of the organisation against Quality Objectives, and reports of internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System.
- Ensuring the availability of resources.
- Liaising with all relevant external bodies and working with our own employees to improve our overall quality performance.
- Providing appropriate training and encourage, supervising and aiding the continual professional development of all our employees where possible.
- Ensuring that all new members of staff are aware of our Quality Management System and its function within the Organisation.
- Meet legal obligations in achieving compliance with Building Regulations.
- Complying with the requirements of the CICAIR concerning codes of conduct and Building Control Performance Standards.
- Reviewing and revising this policy and all other related quality documents as necessary, and annually as a minimum, in line with our continuing endeavour improve the quality of our products and services and deliver high quality, first time.

## 2.0 Aims

The Organisation is fully committed to delivering the objectives of this Quality Policy within all our business activities. Top Management has adopted specific responsibility for ensuring continued compliance with the Quality Policy and achievement of this policy can only be met by coaching all the Organisation's employees on positive delivery of the objectives resulting in a continually improving working environment. The Directors, and all subsequent levels of Top Management within the Organisation, are also fully committed to ensuring the implementation of this policy in all business activities and maintaining work protocols and staff ethos to guarantee this.

We are continually developing our business operations, maintaining/ upgrading our IT systems and providing significant investment in the training of staff to a professional level.

Top Management and authorised members of staff have the authority to make decisions within the scope of their responsibilities and are charged with working in accordance with the documented procedures in the Quality Management System.

## 3.0 Service

The Organisation is dedicated to providing its clients and employees with the best possible standard of service.

In particular, our service objectives are to:

- Employ excellent professional practices in our building control and support activities.
- Carry out all activities in accordance with the required regulatory standards.
- Liaise with clients to help identify and anticipate future key requirements.
- Reduce the incidence of non-conformance in all areas of our business operations.

Sound management principles and practices will be applied to meet these commitments and to achieve demanding performance objectives. Objectives are set annually; wherever practicable, they will be quantitative, and we will monitor our progress towards meeting them.

### **3.0 Quality Processes**

The Organisations Quality Management System is founded on the requirements of ISO 9001:2015, with a structure based on core business processes.

From the initial identification of the task through to final customer satisfaction, the Organisation's Quality Procedures ensure that all activities are fully understood, controlled and documented that everyone knows (via toolbox talks and constant training) exactly what they are supposed to be doing and how they should do it.

### **4.0 Access**

All personnel understand the requirements of this Quality Policy and abide by the contents of the Quality Manual. The Organisation complies with all relevant statutory and regulatory requirements. The Organisation constantly monitors its quality performance and implements improvements when appropriate.

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

### **Approval**

This policy statement has been endorsed and approved by:

A handwritten signature in black ink, appearing to read "I O'Connor".

Mr Ian O'Connor  
Managing Director  
Stroma Building Control Ltd  
Dated: 29<sup>th</sup> November 2022