Quality Policy

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Produced by Mark Rollins-Mann, Compliance Director | Authorised by Andrew Crooks, Executive Director
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1.0 Introduction

Stroma Building Control can respond to any service delivery requirements of a Client provided that it is legally permissible. Service content is defined by the Building Act, Building Regulations, the Building (Approved Inspector etc.) Regulations, the Building Control Performance standards and the CICAIR Code of Conduct for Approved Inspectors. It is not permissible to alter, amend, add or subtract from the service content.

Management within the Organisation is in accordance with ISO 9001:2015, and the purpose of the 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 Management System.
- Continually looking to improve the effectiveness of the 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 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 encouragement, supervising and aiding the continual professional development of all our employees where possible.
- Ensuring that all new members of staff are aware of our Management System and its function within the Organisation.
- Meet legal obligations in achieving compliance with Building Regulations.
- Complying with the requirements of the CICAIR with regard to 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 to 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 Management System.

3.0 Service

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

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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.

4.0 Quality Objectives
The Management System provides confidence that the application of the Organisation's management is efficient, comprehensive and effective in ensuring that every stage of our business development is delivered.

The main objective is to ensure that all activities comply with the Quality Manual, and it is the responsibility of all staff to ensure they conform to the requirements stated in the Quality Manual.

When non-compliance occurs, a problem-solving process will be executed by the first responsible person (Compliance Director or Executive Director). The process identifies the cause, remedial action and review of the Management System and if necessary, adjustment and modification.

The Organisation has established the following measurable quality targets that cover relevant functions, levels and processes, and ensure that senior management regularly reviews performance against these targets:

- **Plan Checking**
  a) We will aim to have checked all initial plans received for a project, except new build commercial, within 10 working days of receipt and a reply sent to the client or agent advising of any comments.

- **Site Inspections**
  a) We will aim for projects to be contacted at least once every 28 days for active projects and at least once every 90 days for dormant projects.
  b) We will aim for all site reports to be created in the CRM within 48 hours of the visit being completed.

- **Customer Satisfaction**
  a) We will aim for 90% of respondents to be either satisfied or very satisfied with our overall service delivery.
  b) We will aim for a 10% increase in responses from the previous year.

- **Zero RIDDOR Accidents**
  a) We will maintain a Corporate Risk Register to ensure appropriate control measures are implemented to reduce the potential risks both in our offices and onsite. Risk Assessments and Method Statements will be used to communicate these risks to employees, as well as ongoing training and awareness.

- **Annual Staff Performance Reviews**
  a) We will carry out annual staff performance reviews with all employees within the agreed timescale.
  b) All surveyors are to be audited as part of the performance review process in accordance with the required procedure at the time of the audit.

- **Complaint Handling**
  a) We will aim for all complaints to be dealt with in accordance with the Stroma Building Controls complaints procedure, where timescales are adhered to and accurate records are maintained.
  b) No escalation from CICAIR where a complainant has not received a response within a specified timescale.

- **Internal Auditing**
  a) We will aim for an 80% pass rate of all internal audits completed.
  b) We will aim for all surveyors to be audited at least 4 times per annum.

All members of staff will be informed of the objectives and targets, and the Organisation's performance towards these.

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5.0 Document Control

One copy of the Management System will be held and the Compliance Director & Compliance Manager will have the responsibility for modifying documents or deputising to an appointed person, such as the Executive Director. All members of staff have access to the Management System documents; however, no amendments to controlled documents can take place.

Uncontrolled copies, watermarked across each page, may be provided to outside Organisations or individuals for publicity, or information purposes at the discretion of the Directors and Compliance Manager.

Members of staff will be informed by email from the Compliance Manager when a controlled copy has been amended; it will include a request for uncontrolled copies to be destroyed. The email will outline the changes made to the document.

6.0 Quality Processes

The organisation's 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, documented and that everyone knows (via toolbox talks and constant training) exactly what they are supposed to be doing and how they should do it.

7.0 Quality Procedures

Quality Procedures describe how the policy objectives of the Procedures Manual can be met in practice and how these processes are controlled.

Quality Procedures include the operational elements of ISO 9001:2015 and detail the procedures that concern the Organisations' actual method of operation. They will be used for planning and controlling all activities that impact quality.

Each Quality Procedure will cover an easily identifiable and separate part of the quality system and is capable of being easily traced back to the policies dictated by the Directors.

8.0 Quality Structure

Chief Executive/ Board of Directors
Executive Director
Compliance Director & Compliance Manager
Regional Managers

Administrators	Managing Surveyors
Consultees	Clients/Customers

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9.0 Access

All personnel understand the requirements of this Quality Policy and abide by the contents of the Procedures 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.

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

10.0 Approval

All Directors and Managers will enforce this policy. The Executive Management Team are responsible for this policy and signs this policy statement in acknowledgement of this.

Mr Andrew Crooks
Executive Director
Stroma Building Control Ltd

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