

## **QUALITY MANAGEMENT & CONTROL POLICY**

We have a Quality Management System which is ISO 9001 Certified (No 1012974) which is implemented throughout the whole Company encompassing all of our activities. Our processes and procedures are audited internally and externally to ensure we maintain our quality standards.

We were awarded Investors in People accreditation in October 2000 and retained our accreditation in 2003, 2006, 2009, 2012 and 2015.

As a main contractor, we benefit from a fully trained workforce, competent across all principle skills, managing all of our projects. We are thus able to ensure consistently high levels of quality and workmanship. However, in order to be fully flexible and allow for continued growth, we also use a number of key sub-contractors. These are taken from a select list of suppliers whom we have worked with for many years and with whom we enjoy an excellent working relationship. Our aim is always to ensure the highest levels of service and quality are achieved by all of our sub-contractors. Our selection criteria and performance monitoring documentation can be supplied upon request.

To ensure the quality of the finished product, formal snags are carried out at set intervals throughout the duration of the scheme. This is of prime importance to ensure that any defects are dealt with at each stage, and that the quality is of the required standard.

Throughout the build process, we benchmark our performance against preset key performance indicators (KPI's) to ensure consistent levels of quality. These include: Health & Safety; Compliance with Programme; Cost Control and Advice; Project Management; Quality of Workmanship; Quality of Materials; Quality and Performance of Subcontractors and Suppliers; Targeting of zero defects at completion; Immediate Rectification of Defects upon recognition, and Overall Finished Product.

We also aim to offer a high level of customer service throughout the project, ensuring all essential information is provided promptly and accurately, and that queries are dealt with as efficiently as possible.

As a further guarantee of quality and service, we employ the principles of the Considerate Constructors Scheme on all of our projects as a matter of course. For contracts over £250,000, we formally register the project with Considerate Constructors at our own cost.

Signed:  ..... Steve Phillips  
Position: Managing Director  
Westridge Construction Ltd

Date: October 2015

