



## Quality Assurance

### Purpose

C&S Drainage Contractors (CSDC) is dedicated to becoming a recognised leader in the Civil Construction industry by meeting the quality expectations of our clients and ensuring the services we provide are consistently delivered in an organised, timely and systematic manner and at a competitive price.

This policy confirms our commitment to these values and of our client's expectations.

### Principles and Values

CSDC is committed to providing a working environment that encourages the pursuit of quality while maintaining high standards of employee health and wellbeing. In striving to meet best practise outcomes across the organisation, CSDC undertakes to progressively implement a Quality Management System (QMS) to meet the requirements of ISO9001:2015.

This system will establish a framework of policies, procedures and processes that help; eliminate waste, identify continual improvements, deliver efficient and repeatable outcomes across all projects and meet our client quality requirements.

### Policy

Throughout the implementation of a QMS, CSDC will continue to ensure:

- Directors actively oversee all aspects of quality planning and the day-to-day supervision of the workforce and systems of work.
- Its services are delivered without losing focus on the importance of safety in the workplace.
- Adequate information, job instruction and organisation are provided to all employees so they have a clear understanding of their obligations in meeting specified quality outputs.
- Suitably qualified personal are engaged who have the demonstrated experience, qualifications and training to perform their roles.

- CSDC construction activities have work method statements in place prior to work commencing and that these statements will be clearly communicated to employees in the field by the Construction Manager.
- Client requirements for work activities are followed at all times and any potentially unsafe practises brought to the attention of the client.
- Supplier materials will be audited for quality and Material Safety Data Sheets maintained where required.
- Organisation charts will be reviewed and Job Descriptions created

This policy will be periodically reviewed by CSDC and changes implemented as required. Such changes will be notified to employees.

LAURA WILKINS

DIRECTOR

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