

P-01 – Quality Policy

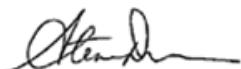
The Policy of Deans Civil Engineering is to provide civil engineering services in line with agreed contract requirements and to meet Client expectations in an efficient, reliable, and cost-effective manner.

To achieve Client satisfaction and improve the business through quality, we are committed to:

- Developing and implementing an effective Quality Management System which complies with ISO 9001:2015, with emphasis on the need for continual improvement within the business.
- Integrating the Quality Management System with other business functions.
- Continually providing a high-quality service that meets or exceeds the requirements of our Clients.
- Communicating and collaborating effectively with all interested parties to understand and satisfy Client requirements.
- Strengthening relationships and encourage repeat business with existing Clients.
- Maximising efficiency and optimise processes to improve the delivery of our services.
- Operating with integrity, employing honest and ethical business practices.
- Complying with Client, statutory, and regulatory requirements.
- Developing staff skills through training, participation, and encouragement.
- Attracting, developing, and retaining a talented workforce.
- Promoting a positive commitment to quality awareness throughout the company.
- Providing the resources and financial requirements necessary to achieve the company's quality commitments.
- Continually reviewing, improving, and implementing quality control and best practice procedures.
- Creating, implementing, and monitoring company quality objectives and targets.
- Regularly reviewing and updating these objectives and targets at management level in order to continually improve the quality of our services.
- Continually review and improve the effectiveness of the Quality Management System.
- Communicating this Quality Policy to our employees to ensure they understand it and the company quality objectives and targets.
- Communicate the organisation's strategic direction, based on its mission, vision, principles and core values.

The achievement of quality objectives and targets, and continuous improvement is critical within the company and must be practised by all employees as an integral part of their daily work. Through continued investment in our staff and by monitoring quality performance, Deans Civil Engineering strive to continually enhance working practices. The Managing Director has overall responsibility for formulating and implementing this Policy. The operation of this Policy and the associated procedures will be monitored and reviewed on an annual basis to ensure they remain current and applicable to the company's activities.

Signed:



Steven Deans
Managing Director
July 2023