QUALITY ASSURANCE POLICY

This policy statement is provided for Collins Construction Ltd (Collins).

At Collins we aim to organise our management skills and use our resources in the most efficient manner, to produce projects of the highest standard and quality. We are committed to the continuous improvement of our approach, across all areas of our operations, and the implementation of best practice initiatives.

This policy outlines our intentions and demonstrates commitment to improving the delivery of our projects, and in-turn enhance customer satisfaction.

- To drive a culture of accountability through the deployment of our four principles, which encourages suitable behaviours based on leadership and industry best practice.
- To establish a refreshed systems approach to managing our projects and wider business, utilising an online system (Plexus) for service and product planning and delivery.
- To continually review, improve and implement these systems using lessons learned, to ensure best practice and procedures, and drive better projects.
- Ensure all our staff are trained and briefed so that they can implement the above policies and procedures during their work.
- To identify and ensure adherence to client and statutory quality control standards.
- To ensure a culture of risk consideration is employed, supporting the capture, analysis and agreement risk mitigation, based on the context of each project and the wider business.
- To establish a programme of audits and inspections, designed to assess compliance, define areas of improvement and success for trend analysis, as part of our continuous improvement regime.
- To provide the resources necessary to meet contractual requirements and statutory obligations.
- To ensure that our Supply Chain are competent and have the capability to meet required deliverables, and their obligations.
- To seek feedback from our clients as to the service and product delivered, and act on the information to improve our services.

Our quest for quality delivery is achieved not only through adherence to standards and procedures in line with ISO 9001:2015 but also through an attitude and commitment to quality that is shared by everyone on the Collins team.

This policy will be reviewed at least annually, or sooner subject to legislative changes, to verify that it is fit for purpose and in effective operation.



Jason Warren
Managing Director
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