

# DMS Policy Quality Policy Statement



## Commitment to Quality

Construction North Group Ltd is wholly committed to our quality policy which is in place to ensure our services fully meet the requirements of our clients at all times. To achieve our goals we are committed to implementing, maintaining and continually assessing operational systems and processes.

## Approach to Quality

CNG firmly believes in the concept of working together with our supply chain, employees and clients in pursuing this policy and in continually striving for improvements in service quality.

The Quality Policy is based on 3 fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our clients.
2. Looking at our service provision processes, identifying the potential for errors and taking the necessary actions to eliminate them.
3. Everyone at CNG understanding how to do their job and doing it right first time.

Within this policy we are committed to operating our Company under the disciplines and control of a Quality Management System conforming to the International Standard ISO 9001:2015, planned and developed jointly with our other management functions.

To ensure that the policy is successfully implemented, staff are responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and that continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at Management Review.

## Communication

The Quality Policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives. The Policy will also be available to view on our company website.

## Responsibilities

These are outlined as follows:

- Responsibility for delivering quality services rests with everyone at CNG.
- Management has responsibility for monitoring the quality of services for their area of the business.
- Overall responsibility for maintaining and evaluating our Quality Management System rests with CNG Directors with the support of the Senior Management Team.

## Training & Support

We shall ensure that all Construction North Group Ltd personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

- As part of their induction to Construction North Group Ltd, all staff are fully briefed on the Quality Policy, its aims and objectives.
- Construction North Group Ltd staff are given full training to ensure they can carry out all functions of their role, as per guidelines set out in our quality manuals.
- Annual appraisals are held for all staff to assess performance and identify training needs.
- All training needs identified, to ensure quality is maintained, are fed into an overall training plan and assessed and implemented, whilst considering any budgetary constraints.
- Objectives and action points are reviewed throughout the year.

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## Monitoring & Evaluation

Construction North Group Ltd will constantly review and improve upon our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

Construction North Group Ltd achieves this by:

- Obtaining client feedback following the completion of a each project
- Conducting an annual client survey relating to Quality
- Carrying out an regular subcontractor survey, measuring all aspects of work
- Closely monitoring our ad hoc compliments and complaints procedure
- Quarterly management review meetings to assess and agree actions to amend and improve quality management system
- Internal Auditing of departments twice a year on a three month rotation
- Yearly Audit by external provider

Construction North Group Ltd is committed to operating continuously to the highest possible quality standards and will maintain the necessary Quality Approvals consistent with our customer requirements.

Signed:

For and on behalf of CNG Ltd

Leigh Edmondson  
**Managing Director**

Date: June 2023