



CONNOR CONSTRUCTION (SOUTH WEST) LTD

# Quality Policy Statement

EFFECTIVE DATE: FEBRUARY 2013

UNCONTROLLED WHEN PRINTED



# QUALITY POLICY STATEMENT

Document ID	Effective Date	Prepared By	Approved By	Next Review Date
CCSW-Q-P-01 (V7)	February 2013	Ian Webb	Ian Webb	December 2023

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## POLICY

### 1. INTRODUCTION

#### 1.1. PURPOSE

It is the policy of Connor Construction (Southwest) Ltd to provide its customers with a high-quality service. The overall policy of the company is to provide the people, organisation and resources in order to supply our customers with the products and services that satisfy their requirement in every respect.

#### 1.2. SCOPE

This policy applies to all staff at Connor construction (South West) Ltd.

#### 1.3. RESPONSIBILITIES

The CEO also acts as the Director of Quality and, as such, is responsible for maintaining the implementation of the Quality Policy. The Quality Policy has full support of Senior Management and, together with Quality Assurance Procedures, ensures that activities are controlled in a manner compatible with achieving required service levels and obligations effectively. It is mandatory that all staff adhere to the procedures in order to achieve a consistent approach to Quality Assurance.

### 2. QUALITY POLICY DETAILS

- We strive to be perceived by our customers as a company whose service and support consistently exceed those of our competitors.
- We will continuously improve our services and processes using clearly defined methodologies and making data-based decisions.
- We are working to build a company that is regarded by its employees as one they are proud to work for, that communicates with them, listens and responds appropriately, values and invests in them.
- In the event that one of our customers has a problem with our services and actions, we will react immediately and decisively to overcome it.
- Wherever possible, we will do what we have agreed to do, always keeping our customers informed of progress.
- We strive to be the preferred supplier for our services in our chosen field.
- We aim to comply with the requirements of our ISO certification and to continually improve the effectiveness of the Quality Management System.
- Asphalt will be laid in accordance with the requirements of ISO 9001:2015 +A1:2017 and NHSS 16.
- We shall ensure that the company, and its directors, comply with the requirements of the Companies Act 2006, as well as any other legal and regulatory requirements.

### 3. REVIEW OF POLICY

*This policy has been reviewed and signed by CEO, Ian Webb:*

Ian Webb  
Director



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## REVISION HISTORY

Revision Number	Description Of Revision	Revised By	Revision Date
1	Implementation of Quality Policy.	Ian Webb	February 2013
2	Review of Quality Policy.	Vanessa Coombs	March 2018
3	Review of Quality Policy and addition of revision history.	Genevieve Thorogood	March 2021
4	Updated format of document.	Genevieve Thorogood	May 2022
5	Reference to ISO 9001:2015 + A1:2017 and NHSS 16 added.	Rich Chapman	August 2022
6	Reference to compliance with legal and regulatory requirements added. Document re-formatted and ID updated from CCSW-QP.	Genevieve Thorogood	November 2022
7	Amendment to section 1.2 of the policy and correction to 1 <sup>st</sup> revision date.	Genevieve Thorogood	December 2022