



# *Quality Policy*



**ERIC WRIGHT  
GROUP**





## Chairman Introduction

Eric Wright Construction as a major construction company in the Northwest is committed to the delivery of a quality assured service to all our clients and stakeholders. Our aim is to ensure that every member of staff is dedicated to the company's strategic objectives to deliver a quality service and product.

Eric Wright Construction Ltd puts the effective management of not only quality, but health, safety and the environment above any other business strategy.

We aspire to be an ethical organisation, delivering effective and efficient construction within an ever-evolving marketplace.

## Quality Statement

This policy summarises how the company operates and maintains its quality systems and objectives.

The mechanisms of our Quality Management System ensure every member of the company is committed to establishing objectives for key aspects of service delivery.

In this endeavour, we will:

- Strive to comply with all legislative and customer requirements
- Pursue high standards for Quality as an integral part of our business
- Maintain, review and report on quality performance indicators including:
  - Achievement of annual key objectives
  - Training achievement
  - Results of quality audits
- At our annual Management Review meeting our performance in conforming to specified targets will be measured.
- A continual improvement policy will be evaluated and implemented in all aspects of the business, for example, achieving zero defects.

This Policy Statement is published and communicated to all our personnel, clients', interested parties and the public. The policy is reviewed annually and amended if appropriate.

## Quality Policy



## Commitment

The main board directors take full responsibility for Quality.

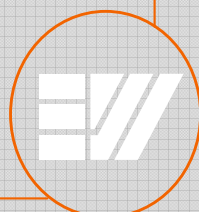
Their aim is to meet the expectations of our clients and stakeholders by providing managerial teams with the highest level of professional integrity. The directors are looking to achieve the strategic objectives through managerial commitment and performance measurements which will provide essential feedback on system improvements.

The company places great importance in their staff and their training of all staff from a management and technical point of view. In order to demonstrate this, the Investors in People programme is fully embraced with the company being awarded the status in 2000. To ensure that all aspects of our work is driven by excellence, Eric Wright recognises the value of integrating specialist consultants with the management teams; bringing together knowledge and experience to benefit both the client and ourselves. We consider that management ability and expertise is at the forefront of effective quality control.

To ensure that we as a company are driving Quality we will assess ourselves against industry benchmarks and review our opportunities for improvement in our systems and service commitments.

The company undertakes an annual Management Review of the Quality Management System, evaluating its effectiveness in areas such as compliance with our Quality Policy, procedures, customer satisfaction and continuous improvements.

## Quality Policy





## Quality Aims and Objectives

Quality is an integral part of every aspect of our business; to ensure that continual improvements are made Eric Wright Construction set annual strategic targets to establish a benchmark against which the company can measure itself.

Some of the key objectives include:

- Implementation of Quality Management Plans on all contracts
- Clear identification and management of all quality control issues through accurate scheduling and control measures
- Risk analysis and management systems on key schemes
- Provide relevant quality training for all staff
- Implementing our own quality standards where none are specified
- Fully documented non-conformance procedure to ensure early identification and rectification of quality issues
- Development of a continuous improvement program, based on feedback from the clients, as well as the lessons learned from individual contracts; we shall focus on the improvement of work activities and our own Quality Management Systems
- Fully integrated management teams
- Achievements of client led quality awards

**Peter K Guy**  
Managing Director  
Eric Wright Construction Ltd  
1 May 2009

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