



## **Quality Policy Document**



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## Introduction

As one of the North West's major development, construction, civil engineering and facilities management companies the Group board is committed to delivering assured quality to our clients and stakeholders alike and work hard to ensure all employees are dedicated to delivering a quality service and product.

The following policy statements aim to establish the Group board's commitment to the strategic quality management of the Group companies for their key statutory and corporate responsibilities.

As with our approach to health, safety and the environment; the effective management and delivery of Quality is a key priority for the Group.

The purpose of the Quality Management System is to encompass the ethos of Eric Wright Group's continued commitment to Quality, from a projects inception and beyond; it is this value which will enable us to stay ahead of the competition and maintain our place as a barometer within the industry for good workmanship and service delivery to the highest possible standard.

# Group Quality Policy



Jeremy Hartley Managing Director Eric Wright Group	Signed .....  Date: 31 <sup>st</sup> January 2017 .....	 <b>ERIC WRIGHT</b> GROUP
John Wilson Managing Director Eric Wright Construction	Signed .....  Date: 31st January 2017 .....	 <b>ERIC WRIGHT</b> CONSTRUCTION <small>PART OF THE ERIC WRIGHT GROUP</small>
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## Quality Policy Statement

The Eric Wright Group of Companies 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 companies strategic objectives to deliver a quality service and product.

This policy statement summarises how the companies operate and maintain their quality systems and objectives.

Quality is an integral aspect of our business; to ensure that continual improvements are made, through management review and audits, the Eric Wright Group set annual targets to establish a benchmark against which it can benchmark itself.

Key objectives include:

- Comply with all legislative and customer requirements
- Implementation of the quality management system for all projects
- Clear identification, process and implementation of quality control
- To implement risk identification and management
- To establish clearly defined competences for key roles within the business
- Fully documented non-conformance procedure to ensure identification and rectification of issues
- Operate a continuous improvement programme based on client feedback, auditing and management review

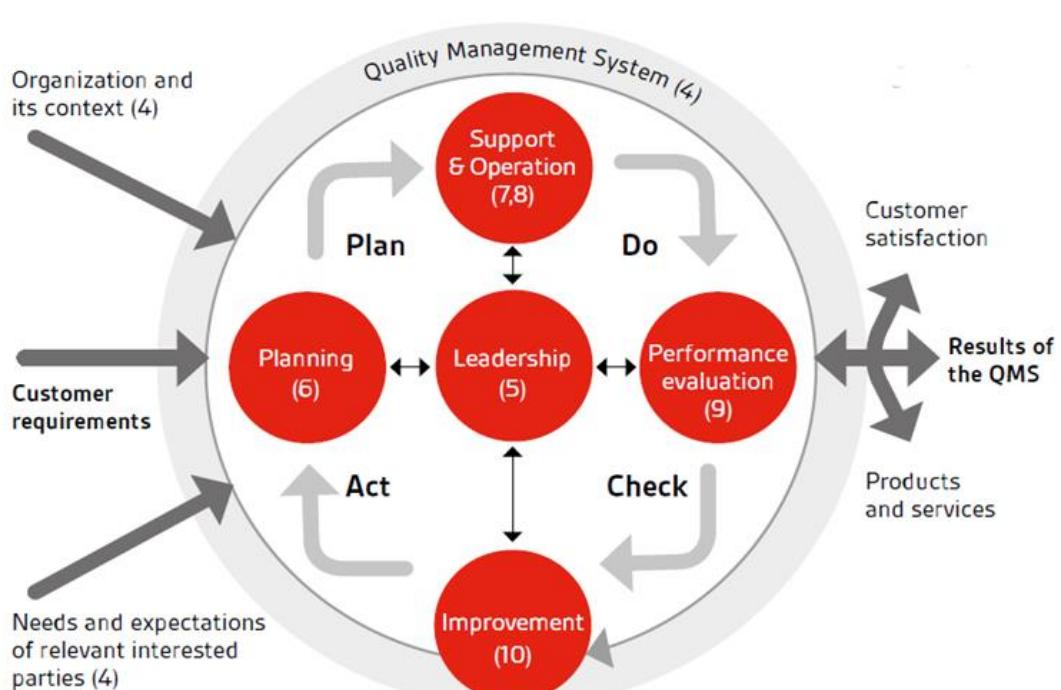
This policy statement is communicated to all our personnel, clients, interested parties and the public. This policy statement is reviewed annually and amended if appropriate.



## Objectives of the Quality Management System

The Eric Wright Group has determined and is committed to a BS EN ISO 9001:2015 Quality Management System which is essential to the continued success and ever changing business needs. The purpose of the QMS should:

- Clearly define the roles and responsibilities for carrying out procedures and activities within the Quality Management plan
- Support Group business plans and strategies.
- Ensure commitment from management at all levels, which is based on real quality objectives and clearly defined policy, applicable to all
- Deliver in a manner which is user friendly and consistent
- Encourage consultation and continual improvement.
- Ensure through verification, the competences of the supply chain to meet the needs of the organisation
- Be able to be adapted and modified as and when to stay current and up to date
- Be professionally monitored, measured and reviewed in order to properly ascertain any weaknesses and areas which can be developed to improve the system



NOTE: Numbers in brackets refer to the clauses in the standard BS EN ISO 9001:2015



## Documentation and Control

### Documented Procedures

Procedures will be established to define the key processes for the Group. These will be documented and maintained as part of the quality management system. These procedures will be reviewed annually or as required to ensure they remain relevant to the needs of the Group. Each company within the Group will adopt the common functions which are performed as central activities. Where a particular company has its own procedures specific to the way it performs its activities, then these will be documented and reviewed in line with the Group requirements.

### Quality Plans

The Quality Management plan which is specific to each company, break down all quality elements into their individual relevant disciplines. Each plan defines and outlines the minimum required information which is expected in order to satisfy our high standards and commitment to efficient document control in meeting client requirements.

The purpose of the Quality Plan is to guide the user as to what the specific requirements of the scheme are and how this information should be recorded by the site teams.

### Document Traceability

To ensure that correspondence is controlled to meet the ISO 9001:2015 requirement to store, protect, retrieve and retain records, each business unit stores documentation specific to its business needs using Wrightway.

The importance of traceability is becoming more and more of a concern in the current contractual climate, there is an ever growing need for relevant contractual information to be recorded so that this information can then be retained. All correspondence records should be updated on a regular basis using the **relevant file references** and all emails/ letters containing information which could be deemed contractual must be referenced, saved and filed electronically within the identified areas on the Group's document management system 'Wrightway'.



## Quality Control

The Group board has identified the requirement for establishing a robust quality control process which will be implemented on every site. Quality control is defined as the process of ensuring that we meet industry standards. Quality control at site level will be through a process of regular monitoring and checking, all of which will be documented and recorded in the relevant site files.

We undertake internal audits of our processes to ensure good practise is being followed and continual improvement of our systems. Audits are carried out throughout the duration of a contract and feedback is recorded and distributed to the directors accordingly and discussed at management meetings.

Subcontractors and supply chain members are required to complete a comprehensive pre qualifying process to ensure that they can meet the needs of the Group in addition to our contractual requirements.

Typically the quality control process would include the following:

- Contract award
- Approved supply chain
- Develop the Quality Plan (what and when to check)
- Documentation and records
- Audit the system
- Review by management
- Final inspection and hand over to client

Documented procedures have been developed to establish protocols for key Group activities. These centre on functions such as finance, health and safety, quality, environmental, and human resources.

Controls are also established by implementing work instructions for the day to day activities. All procedures and work instructions can be found within Wrightway for Group and each company.



## Measurement, Analysis and Improvement

The Group has planned and implemented the monitoring, measurement and improvement process to:

- Demonstrate conformity of services
- Ensure conformity of the quality management system
- Continually improve the quality management system

Customer satisfaction is monitored to evaluate their perception of whether requirements have been met.

Internal audits are conducted at planned intervals to determine whether the quality management system:

- Conforms to planned arrangements and ISO9001:2015
- Is effectively implemented and maintained.

Processes are monitored and measured to evaluate the ability to meet planned results, where not achieved corrective action is taken to ensure conformity of product and service.

Products and services are monitored and records maintained of conformity.

The organisation ensures that services not conforming to requirements are identified and are appropriately contained.

Non-conformity is dealt with in one or more of the following ways:

- Taking action to eliminate the non-conformity.
- Authorisation of service delivery or acceptance under permission from the relevant authority.

Records of the above are maintained. When non-conforming areas are discovered during or after delivery, the organisation takes action which is appropriate to the effects of the non-conformity. This system enables us to identify, record, monitor and close out any area of non-conforming product or service.

The Group determines, collects and analyses data to demonstrate the effectiveness of the quality management system and evaluate where continual improvement of the system can be made, including:

- Customer satisfaction
- Conformity to product / service requirements
- Characteristics and trends of processes and services-including opportunities for preventive action
- Suppliers

The Group continually improves the effectiveness of the system through the use of the quality policy objectives, audit results, analysis of data, corrective action and management review.

The Group takes action to eliminate causes of non-conformities in order to prevent re-occurrence, and determines action to eliminate potential non conformities in order to prevent their occurrence.



## Communication

The Eric Wright Group recognises the importance of communication and is committed to ensuring that clear strategies are in place to ensure that employees and stakeholders benefit from this.

## Objectives

To ensure information about the Eric Wright Group:

- Is supplied to all employees and stakeholders
- Delivers a clear strategic message
- Is continually updated and advises on new legislation including changes in policy and procedure
- Uses the most effective way of communicating and to seek continual improvement in the way that we communicate.
- Encourages staff participation.

## Recipients

The Eric Wright Group identifies the following as key recipients of important quality information:

- Employees
- Clients
- Consultants
- Regulatory bodies
- Subcontractors
- Supply chain
- Stakeholders including general public

## Techniques

The Eric Wright Group has identified the following mediums as some of the effective channels of communication:

- Eric Wright Group website
- Wrightway
- Quarterly news letter
- SHEQ guidance, Bulletins, Alerts
- Training/Presentations