

# Quality Assurance Policy



The corporate policy of Jim Ennis Construction Ltd. is to maintain an effectively managed Quality System in accordance with ISO 9001:2008 This policy will ensure that our Services are controlled and monitored to; that of our Clients' specification and delivery requirements.

The quality of services whether carried out in-house or out – sourced is controlled at all operational points necessary to ensure conformance with the requirements of the quality system.

Quality management objectives have been established by Senior Management in order to minimise incidents in terms of customer complaints, suppliers' defects, internal operations incidents and system audits incidents. The Quality Group is responsible for maintaining and analysing the results of these objectives in order to maximise the success of their achievement.

The business objectives together with this policy are identified, implemented, internally communicated, monitored and measured within each of our management reviews with the aim of achieving continual improvement.

## BUSINESS OBJECTIVES:

- Uphold and deliver the policy at all times.
- All staff to competently deliver their tasks to the best of their ability.
- Communication is the key to our system therefore at all levels of the business communicate instructions and feedback at every opportunity.
- Wherever possible identify potential incidents prior to them developing into a problem.
- Correct problems without delay.
- Treat customer feedback with the uttermost importance and report accordingly.
- Be a team player within Ennis not a weak link.
- Complete all work records legibly and report to the relevant recipient without delay.

***Our commitment to Quality Assurance is firmly established at the outset of our system as it is at the conclusion. This commitment is based on the methodology founded within ISO 9001:2008***

## PLAN – DO – CHECK - ACT

*Plan* Establish objectives and processes necessary to deliver results in accordance with customer requirements, including our policies  
*Do* Implement and perform the processes  
*Check* Monitor and measure processes and products against policies, objectives and requirements and report the results accordingly  
*Act* Take actions to continually improve process and product performance

The policy and objectives are to be communicated to all within the operations of Ennis, and maintain its spirit and methodology at all times. Should staff ever be questioned as to the Policy and Objectives of their roles and responsibilities, this document is your true guidance.

Signed by: Managing Director

Mr R W Seed  
05 May 2011

A handwritten signature in blue ink that reads 'R W Seed'.



## Jim Ennis Construction Limited

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