

## QUALITY ASSURANCE POLICY STATEMENT

Top management have established policy which outlines the company’s commitment to quality. To ensure that this policy is clearly defined, understood and effectively implemented at all stages of the company’s operations, a documented quality system has been developed to comply with the requirements of ISO 9001:2015 to which this manual is correspondingly referenced. The manual specifies the organisation and procedures upon which, 4 Crosses Construction Ltd quality policy is based on. The procedures, which apply to all products/services of 4 Crosses Construction Ltd, have been authorised by the undersigned and must be adhered to for the relevant activity at all stages of 4 Crosses Construction Ltd operations. All the company procedures are relevant to the expectations and needs of the customers. 4 Crosses Construction Ltd will review this policy and the quality objectives at the management review meeting. 4 Crosses Construction Ltd is committed to a continuous improvement programme. A copy of this statement will be issued or made available to all employees of 4 Crosses Construction Ltd. This policy statement and the quality manual will be reviewed at the management review meeting.

The quality policy statement is:

- Appropriate to the purpose and context of 4 Crosses Construction Ltd and supports its strategic direction.
- Committed to provide a framework for setting quality objectives.
- Committed to satisfy applicable requirements.
- Committed to continual improvement of the quality management system.
- Available and be maintained as documented information.
- Communicated, understood and applied within 4 Crosses Construction Ltd.

The quality policy statement shall:

- Take accountability of the effectiveness of the QMS.
- Ensure that the quality policy and objectives are established for the QMS and are compatible with the context and strategic direction of organisation.
- Ensure the integration of the QMS requirements into the organisation’s business processes.
- Promote the use of the process approach and risk-based thinking.
- Ensuring that the resources needed for the QMS are available.
- Communicate the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring that the QMS achieves its intended results.
- Engage, direct and support persons to contribute to the effectiveness of the QMS.
- Promoting continual improvement.
- Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

<b>Objective</b>	Maintain ISO 9001:2015 certification.	Protection of data.	To achieve high sales conversions.	Aiming to satisfy all our customer requirements.	To complete projects on time of all jobs.
<b>Target</b>	Maintain ISO 9001:2015 certification during the next 12 months.	Meet the requirements of general data protection regulation during the next 12 months.	To achieve at least 80% sales conversions based on the number of jobs quoted during the next 12 months.	Aiming to satisfy all our customer requirements during the next 12 months.	To complete projects on time for 90% of all jobs over the next 12 months.

The policy is to be reviewed annually and all revisions will be communicated to all persons and organisations working under our control.

This policy is available to relevant interested parties, upon reasonable request.

**Signed by the executive responsible for quality:**



**Brian Titchiner,**  
**Managing Director**  
 Date: 22<sup>nd</sup> January 2021

Doc Ref	Doc Name	Prepared By	Reviewed By	Issue Date	Revision No	Page	Review Date	New Review
QMS_PL	QA	MMConsultant	Huw Titchiner	05/02/2019	7	1 of 1	22.01.2021	Jan 2022
<b>UNCONTROLLED IF PRINTED</b>								