

QUALITY ASSURANCE POLICY STATEMENT

4 Crosses Construction Ltd is committed to the principles and practice of excellence and will conform to the requirements of the ISO 9001:2015 Quality Management System.

Operating from Menai Bridge, Anglesey, the company employs a variety of highly motivated skilled tradesmen and provides an extensive range of civil engineering and building services to all market sectors.

It is our intent to continually improve the effectiveness and implementation of the Quality Management System and satisfy all applicable requirements relevant to the business.

Senior Management will provide leadership and commitment and take full responsibility to set clear objectives and monitor their progress towards successful achievement.

Senior Management shall:

- Take accountability for the effectiveness of the Quality Management System
- Communicate the importance of effective quality management and conforming to the requirements
- Identify risks and opportunities to the quality system
- Improve and enhance performance through setting targets which are continually reviewed and acted upon
- Ensure that objectives are compatible with the context and strategic direction of the company
- Ensure that objectives are maintained as part of the internal auditing, monitoring and review process
- Ensure that recruitment, training, developing and retention of staff leads to highly competent employees
- Ensure that customer and statutory requirements are determined, understood and consistently met
- Monitor supply chain performance and seek to improve deficiencies
- Obtain customer opinion of our performance and quality culture
- Act upon customer feedback and capture good practise and concepts
- Promote continuous improvement

Our overall objective is to consistently provide customer value and satisfaction. Our Quality Management System provides a framework for measuring and improving our overall business performance and aims to ensure the fulfilment of our customer requirements and our own goals.

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: 18th January 2019

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