



# Quality Policy Statement

PK Construction (Lincs) Ltd is a leading provider of civil engineering, construction and associated services in our locality.

We recognise that continued business success depends upon the quality of the service the company provides to each of its customers. The company must satisfy the needs of each customer by providing a service which meets their individual requirements in order to achieve success. The business must maintain a reputation for the delivery of a reliable, skilled, knowledgeable, honest and safe service, not only with customers and employees but also the wider business community, and other stakeholders.

The company aims are:

- To deliver excellent service that as a minimum meets contractual and legal requirements to our customers
- To deliver 'Right First Time' services
- To obtain repeat business
- To attract new clients
- To develop a reputation as a company which operates in a reliable, sustainable and safe manner
- To have well trained and motivated employees
- To be commercially sustainable

It is a business strategy and expectation that repeat business will be secured from existing customers. Through a central 'Corrective Action Tracker' the company will record, monitor and review business issues and the steps taken to resolve the issue.


Employees will be customer focused, self-evaluate their own work and strive to complete tasks 'Right First Time'. The company will seek to build strong collaborative working relationships throughout the business, with empowered teams who are responsible for their output.

The company's Quality Policy will be reviewed annually by the Directors, in order to ensure that the policy remains relevant and suitable for the business. The Quality Policy will be used as a tool to set specific Quality Objectives. Both these documents form key parts of the Quality Management System.

The effectiveness and continued suitability of the Company's overall Quality Management System will be monitored and audited internally and externally and assessed at management review meetings. Regular review of the Corrective Action Tracker will help to ensure that continuous improvement is achieved, and that the business develops.

**Roles and responsibilities**

Individuals	<ul style="list-style-type: none"> <li>To comply with the Quality Policy and Quality Management System as part of their day to day duties</li> </ul>
QM Leads	<ul style="list-style-type: none"> <li>To establish and manage the Quality Management System in accordance with the Quality Policy</li> <li>To undertake regular internal and external audits of Quality Management System and to flag issues where identified</li> </ul>
Directors	<ul style="list-style-type: none"> <li>To establish the Quality Policy for the company</li> <li>Monitor performance against the policy taking appropriate action where required</li> <li>Provide enough resources and management arrangements to deliver policy</li> </ul>



27 January 2020

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**Ciaran Gaughan – Director**

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**Dated**

**Quality Policy Revision Record**

Revision Number	Description of Review/Amendment	Review Date	Lead Reviewer	Approved By
01/10	Policy Launch	Jan 2012	LG	AK
02/11	Annual Review	Jan 2012	LG	AK
03/12	Annual Review	Feb 2014	LG	AK
04/13	Update	Apr 2014	LG	AK
05/14	Update	Dec 2014	LG	AK
06/14	Annual Review	Sept 2015	LG	AK
07/15	Annual Review	17 Sept 2015	RE	AK
8/15	Addition of Policy Record Table, 'Uncontrolled' Review dates & Continuous Improvement added	20 Oct 2015	RE	AK
9/16	Listed objectives out of date – removed to Quality objectives 2016. Read Only	22 Jun 2016	RE	AK
10/17	Annual review. Addition of Directors responsibility for Quality Policy	17 Feb 2017	RE	AK
11/17	Addition of context	02 Mar 2017	RE	AK
12/17	Review for ISO 9001:2015 compliance. Addition of all Lead Team	31 Oct 2017	RE	AK
13	Annual review.	12 Jan 2018	RE	AK
14	Annual review. Update to format. Change of Director	09 Jan 2019	RE	AK/CG
15	Annual Review. Policy wording updated to reflect regular reviews of Corrective Action Tracker	27 Jan 20	RE	CG/AK/LG