



## Quality Policy

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It is the policy of WS Civil Engineering Ltd to provide its customers with products and services which meet their requirements, efficiently, correctly and right first time.

The management of WS Civil Engineering Ltd is committed to:

- Developing and improving the existing Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction

The management has a continuing commitment to:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
- Establish the Quality Policy and its objectives
- Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
- Ensure the availability of resources

The Organisation complies with all relevant statutory and regulatory requirements, and constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is to be reviewed annually, or as required as a result of change in legislation, scope or performance, in order to ensure its continuing suitability. All personnel understand the requirements of the Quality Policy and abide with the contents of it. Copies of the Quality Policy are made available to all members of staff.

Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed: \_\_\_\_\_

Position: \_\_\_\_\_

Dated: \_\_\_\_\_