

T J Atkin Ltd Quality Policy



1. Introduction

This policy outlines T J Atkin Ltd.'s commitment to the delivery of quality throughout the daily activities we undertake and to providing an outstanding service to our customers.

We are committed to ensuring that our system is effective in achieving quality and satisfying customers both now and in the future. We will strive to continually improve our service, processes and Quality Management Systems; in doing so we will give better value to our customers.

2. Purpose

This policy provides a framework for ensuring that all our projects comply with statutory regulations, client specifications, and industry best practices.

3. Scope

This policy applies to all employees, subcontractors, and suppliers involved in construction activities conducted by T J Atkin Ltd. It covers project planning, design, execution, monitoring, and final delivery phases.

4. Policy Statement

T J Atkin Ltd is dedicated to delivering construction projects that meet or exceed client expectations by:

- Ensuring that all buildings and construction work delivered to our customers are fit for their intended purpose, delivered safely and free from defects.
- Ensuring all statutory and regulatory requirements are applicable to the product we deliver.
- Carrying out all project developments and delivery activities in accordance with Quality Management Procedures that are appropriate to the activities being undertaken and reflect recognised industry best practices.
- Conveying to our customers a sense of confidence in all aspects of the Company's performance.
- Identifying, continually monitoring and improving our processes and performance to give greater customer satisfaction.
- Working with clients, customers and suppliers to understand their needs and to establish and maintain the highest quality standards.
- Developing and promoting quality consciousness amongst all employees and sub-contractors to ensure the desired outcome for our customers.
- Creating a culture of continual improvement, the Company will continue to recognise and reward effective teamwork and individual achievement.
- Providing direction and support, each employee and sub-contractor will have a thorough understanding of the importance of quality, their individual responsibility to contribute to its effectiveness and its direct relevance to the success of the company.
- Giving all staff the opportunity to contribute to the continuous improvement and effectiveness of Quality Management systems and procedures.
- Requiring all staff members and any sub-contractors and suppliers to operate in accordance with our Quality Management procedures and relevant to their role within the company's structure.
- Providing training for all personnel in the operation of Quality Management procedures that are relevant to their role and responsibilities within the company.
- Reviewing and revising this policy as necessary at regular intervals to improve Quality and performance.

5. Responsibilities

Management:

- Ensure this policy is communicated and adhered to by all team members.
- Allocate resources for implementing and maintaining quality control measures.
- Monitor compliance with regulatory standards and contractual obligations.

Project Managers:

- Develop a Quality Management Plan (QMP) for each project.
- Conduct regular site inspections and audits.
- Ensure documentation of all quality control activities.

Employees and Subcontractors:

- Follow the quality control procedures outlined in the QMP.
- Report any non-conformities or potential quality issues immediately.
- Participate in quality control training and development programmes.

6. Quality Assurance Procedures

Pre-Construction Phase:

- Review all project specifications, drawings, and contracts to identify quality requirements.
- Select and vet suppliers and subcontractors based on quality performance criteria.

Construction Phase:

- Conduct regular inspections to ensure compliance with approved designs and standards.
- Use checklists for verifying the quality of materials and workmanship.
- Maintain a log of quality control issues and corrective actions taken.

Post-Construction Phase:

- Perform a final quality review to ensure project completion aligns with specifications.
- Provide clients with handover documentation, including quality certifications and warranties.
- Collect feedback to inform future quality improvement efforts.

7. Documentation and Records

All quality control activities, including inspections, test results, and corrective actions, must be documented and retained in accordance with UK legal and contractual requirements.

8. Continuous Improvement

Lessons learned from completed projects will be incorporated into updated quality control procedures.

9. Review and Updates

This policy will be reviewed annually or as required to ensure its effectiveness and relevance, alongside compliance with changes in UK law, industry standards and best practices.

10. Compliance and Enforcement

Failure to comply to this policy may result in disciplinary action, contract termination, or legal consequences. T J Atkin Ltd reserves the right to audit compliance at any time.

11. Contact Information

For any questions or concerns regarding this policy, please contact Tim Atkin (Phone: 01904 929507 or email team@tjatkin.co.uk).