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<u>Quality Policy</u>		

QUALITY POLICY

PCI's long-term, overall 'quality' aims and interests are to stand out amongst its peers by carefully and thoroughly determining its customers' needs and requirements throughout delivery of its services; from project planning, throughout construction work and, if applicable, for a defects liability and / or maintenance period.

PCI's management is committed to the development, diligent monitoring, ongoing improvement and promotion of an active and formal integrated management system (IMS); including quality "elements" which are fully compliant with all contractual requirements.

All personnel are encouraged to work within PCI's framework for quality, as outlined in PCI's IMS documentation, and PCI's management is dedicated to implementing, and ensuring an understanding of the Company's commitment to "quality" at all levels of the organisation.

Active participation by all personnel in the improvement of the quality "elements" of the IMS is not only welcome, but is considered essential to achieve a "healthy" system which will improve customer satisfaction.

PCI is committed to the following quality objectives:-

- ✓ Providing construction engineering services which consistently meet customer expectations and needs, while providing PCI with acceptable profit margins;
- ✓ Ensuring all its works are undertaken in strict compliance with specifications, drawings, other contractual requirements, and to the latest technical standards and codes;
- ✓ Establishing open, proactive and 'solution driven' communication with all its customers; and
- ✓ To be the contractor 'of choice' for all its customers.

To meet these objectives PCI is committed to the following related targets:-

- ✓ Identification and resolution of inconsistencies in technical requirements and / or with other construction 'parameters' before related work commences;
- ✓ No commercial disputes with customers, suppliers and / or subcontractors;
- ✓ Zero serious quality non-conformances;
- ✓ Zero repetition of the same minor quality non-conformance on each project; and
- ✓ An acceptable profit margin on each and every project.

The Managing Director carries overall responsibility for PCI's IMS and the Company's Project Managers carry overall responsibility for the verification of the effectiveness of the IMS on their site.



Keiran Diskin – Managing Director

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