

SMITH BROTHERS BUILDERS LTD: QUALITY POLICY

1. Strategic Objectives

Smith Brothers Builders Ltd (“Smiths”) is committed to maintaining a Quality Management System that aligns with the **BS EN ISO 9001:2015** International Standard. Our primary goals are:

- To consistently deliver high-performance services that strengthen our reputation with our clients.
- To ensure total compliance with all relevant technical, statutory, and safety regulations.
- To foster a workplace culture where every team member prioritises quality and safety.
- To drive continuous improvement in our service delivery to maximise client satisfaction.

2. Our Operating Philosophy

We believe in conducting business with absolute integrity, open communication, and a deep sense of responsibility toward our workforce and the communities in **Beith** and beyond. Our vision is to exceed client expectations across quality, sustainability, and value.

3. People and Empowerment

Our employees are the foundation of our quality standards. We are committed to:

1. Operating with honesty and professional integrity.
2. Empowering our team through regular training and clear internal communication.
3. Ensuring equal opportunities for individual growth within the company.
4. Providing a secure and safe work environment for all staff and visitors.

4. Customer Focus & Project Management

Client needs are our highest priority. For every contract, **Smiths** develops a **Quality Objective Management Plan (QOMP)**. This plan details exactly how quality will be monitored at every project stage, including:

- **Daily/Weekly Checklists:** Completed by site supervisors to track progress.
- **Material Inspections:** Rigorous checks on all deliveries to ensure they meet specifications.
- **Non-Conformance:** Immediate reporting and swift rectification of any work that does not meet our standards.

5. Auditing and Continuous Improvement

We operate a compliance monitoring programme to ensure our management systems remain effective. This includes:

- Regular, documented site inspections.
- Comprehensive audits of our systems, equipment, and subcontractors.
- A robust tracking system to ensure all audit action points are closed out promptly.

6. Training and Competency

We use a **Training Matrix** to identify and plan the skills needed across our team. This ensures all staff are competent to deliver quality work while protecting the environment and our clients' assets.

7. Supply Chain Standards

All suppliers and subcontractors are vetted to ensure they meet **Smiths'** standards through:

- Annual reviews of insurance and safety policies.
- Project-specific reviews of Risk Assessments, Method Statements, and COSHH data.
- Regular on-site competency checks and audits by our management team.

John Smith — Director

Colin Smith — Director

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