



Quality Policy

Statement of Intent

This Quality Policy outlines the J O S Structures Ltd commitment to serving Customers and confirms each employee's responsibility for continuous Quality improvement. At the Company, Quality means "consistently meeting or exceeding Customer expectations". Quality is not considered to be an "add-on" to work carried out but a fundamental and intrinsic component of all activities that contribute to the delivery process.

Meeting or exceeding expectations requires close contact with current and potential Customers to determine their needs and to measure their satisfaction. This information is to be used to drive the process of continuously improving our products and services. Management is responsible for soliciting employee input and providing the resources, training and leadership to sustain continuous improvements in customer satisfaction.

All work is to be done in accordance with our documented procedures. These ensure that Customer requirements are met, that the costs of poor quality are identified and minimised and that improvements can be implemented in a consistent and controlled manner. Given the criticality of Quality to the success of the Company, the use of required Procedures is mandatory.

The Company policy is to obtain all such relevant approvals as they arise.

To provide focus, and a basis for ongoing measurement, the following Quality Objectives define how the aims of our Quality Policy will be achieved. We will review these objectives formally at regular 12 monthly intervals. The Quality Objectives at the Company are as follows;

- To establish effective communication with current and potential customers
- To involve all employees in continually improving business processes
- To ensure all employees are appropriately trained and fully competent to perform their job responsibilities
- To ensure that we fully comply with all legal requirements and are aware of all current and changing legislation that relates to our business, including relevant environmental legislation
- To maintain effective mechanisms to continually monitor and measure performance and take appropriate action when opportunities for improvement are identified.
- To operate under a formal, disciplined business management system.

- Commit to the health, safety and welfare of all its staff. Visitors to the Company will be treated with respect, and due consideration will be given to their safety while on site.
- To ensure that staff recruitment, training, development and retention at all levels will provide full and effective service to its users.

Signed: (Director) *John O'Sullivan*

Date: 23rd August 2024

ISSUE NUMBER	DATE OF ISSUE	REMARKS	APPROVED
1	06/01/2017	First Draft of new Quality Management Policy	John O'Sullivan
2	05/04/2017	Review and update after initial implementation.	John O'Sullivan
3	05/04/2018	Policy review- Additions: calibration of monitoring and measuring devices	John O'Sullivan
4	09/04/2019	Policy Review - no amendments	John O'Sullivan
5	09/04/2020	Policy Review – no amendments	John O'Sullivan
6	09/04/2021	Policy Review – No amendments	John O'Sullivan
7	09/04/2022	Policy Review – No amendments	John O'Sullivan
8	07/08/2023	Policy Review – No amendments	John O'Sullivan
9	23/08/2024	Policy Review – Minor amendments	John O'Sullivan

Organisation Description

J O S Structures Limited are a specialist sub-contractor, delivering the highest quality work on bespoke concrete structures.

The Company was incorporated on 7th October 2004 and is directed by the business principals John and Anita O'Sullivan.

The Company has developed a strong customer base, which includes many of the top construction companies in the UK.

Based in the West Midlands (Birmingham), and is close to major transport routes, and so, the Company can serve customers UK wide.

Capability Statement/ Services

J O S Structures Limited have worked on a wide range of projects, including motorway bridges, waste transfer stations, waste to energy facilities and has the expertise to respond to whatever requirements a customer may have.

Third Party Certification

At this time the policy is for company benefit only and third-party certification is not considered essential.

Responsibilities

Office Based Personnel

Directors

Directors are responsible for ensuring that the strategy and organisation of the Company is defined and implemented to ensure delivery of its service requirements. The Directors will also ensure that day-to-day activities are well managed and that the requirements of the Quality Policy are fully implemented. The Directors will also be responsible for the maintenance of the Quality Policy, and will also undertake all document control tasks, record keeping, collation of all Customer Complaint forms, Non-Conformance Reports, Customer Satisfaction and Personnel training documentation.

Administration

A member of the administration team will effectively act as the internal auditor. They will periodically review the effectiveness of the policy and procedures and will report back to the Directors.

Business Processes

Description

The service delivery process is defined further within this policy. The operation of the management system will be supplemented whenever a requirement is determined by additional management procedures.

Implementation and Maintenance

It is recognised that documenting the management system is only the first step towards fully implementing its requirements. For this reason, the Directors will brief all new and existing personnel on the requirements of the Quality Management System to ensure full compliance.

The effectiveness of the implementation is measured through on-going internal audits of the management system. Where implementation is deemed inadequate, steps are then taken to resolve the situation in a timely manner.

The management system as a whole will be reviewed during regular management review meetings where the completeness and effectiveness of the system and any steps necessary to improve it are discussed and acted upon.

Whenever the management system is changed the Directors will make all relevant personnel aware of the new or revised systems and monitor those systems to ensure that they are implemented effectively.

Quality Management System

General Requirement

The Company has established this Quality Management Manual and integrated procedures and forms to enable the implementation of the quality management system to meet the requirements of the company only at this stage. It may be adapted at a later date to meet the requirements of ISO9001:2015.

As an organisation the following steps have been taken to ensure compliance:

- a) Identified the processes that are necessary for the Company to provide its services to its clients from initial enquiry to final completion.
- b) The sequence and interaction of these processes is defined for the Company to better understand its operations when satisfying Customer needs.
- c) Personnel have defined responsibilities for these operations together with controls to enable monitoring of the processes either during review or in process.
- d) Wherever possible care is taken to ensure that processes are carried out carefully and checked for conformance either through inspection or audit activities.
- e) Various ancillary processes such as internal audit, checking and management review are established to ensure that the required outcome is obtained as well as providing a basis for continual improvement of the system and its application.
- f) Monitoring and Measuring Devices such as Portable Appliances will be subject to annual calibration and where hired will be checked for evidence of annual calibrations before use. Calibrations of hired equipment is the responsibility of the hire company.

Whenever the Company determines that it will be beneficial to outsource operations that affects its products and services it will ensure that the sub-contracting organisation exercises proper control and are subject to monitoring and review.

Document Requirements

General

The Company recognises that for the management system to be effective it must have appropriate documentation to manage and support its operations.

Control of Documents

Documents that are necessary to maintain the operations of the business and to ensure implementation of the management systems are controlled to ensure that they are current and available where required.

The following document control procedure defines the minimum level of control necessary to achieve customer requirements.

Item	Procedure	Responsible Person
1	<p>The following documents which are sent to customers will be reviewed prior to issue; except in the case of emails which will be reviewed and sent under the direct control of the sender.</p> <ul style="list-style-type: none"> • Letter of Correspondence • Quotations • Invoices • Contract Proposal Agreements • Certificates 	Directors/Managers
2	Where necessary documents that are issued will be reviewed, updated and re-approved at any subsequent revision at reasonable intervals to ensure that they continue to reflect current requirements.	Directors/Managers
3	The page number of documents will be stated.	Directors/Managers
4	The revision and/or date of each issue of a document will be identified to indicate at what point it was created or amended.	Directors/Managers
5	All electronic versions of Quality Management System documentation shall be updated with a	Directors

	new issue number and issue date prior to its electronic release.	
6	External documents will be identifiable as such and their distribution controlled to ensure that all relevant personnel are made aware of their availability and any revisions to them.	Directors/Managers
7	It will be ensured that all documentation is of a known status either by issue number or date of issue. In particular documents that are draft, preliminary, unapproved or superseded will be marked as such to avoid misuse.	Directors/Managers
8	All technical data is controlled for currency and reviewed prior to issue to ensure it is the correct version.	Directors/Managers
9	Instructions to modify web pages will be clearly specified and passed to the Webmaster for publishing.	Directors/Managers

Control of Records

The establishment, maintenance and availability of records are described within the following procedure.

Item	Procedure	Responsible Person
1	All records will be identified by one or more of the following criteria: <ul style="list-style-type: none"> • Date • Contract Number • Duplicate Enquiry pad/ Phone Message Book • Purchase Order Number • Client's Reference Number 	Director/Author
2	The company's electronic documentation is backed up a minimum of every night. Hardcopy documentation is maintained within filing cabinets for a minimum of 3 years prior to archive filing.	Accounts Administration/PA
3	The following will be kept as records that the company has fulfilled the requirements of its processes and customers:	Directors

	<ul style="list-style-type: none"> • All enquiry documents • All proposals and fee documents • Records of tests • Customer Correspondence File • The Company Correspondence • Internal Audit Records (6 years) • Non-conformance Records (6 years) • Corrective Action Records (6 years) • Management Review Meeting minutes (6 years) <p>Note: Archives will be maintained for a period which will exceed all warranty and liability periods. Specific periods are within parenthesis above.</p>	
	<p>The records will be stored once the contracts are completed. It will be ensured that the documents are maintained to ensure:</p> <ul style="list-style-type: none"> • They remain legible and are protected from damage • That they are not disposed of prior to the end of their active period • Records are not destroyed without permission 	Directors

Management Responsibility

Management Commitment

The Directors have defined and specified requirements within the quality policy and made clear the importance of meeting statutory requirements as well as those specific to the customers.

The Directors will ensure regular management reviews of the quality system are undertaken to ensure that sufficient resources are available and that quality objectives are set in order that continual improvement can be achieved.

Customer Focus

The Company is committed to ensuring that they are fully aware of client's requirements and that improving its quality management systems is a means of enhancing customer satisfaction.

Quality Policy

The Quality Policy as defined by the Directors commits the Company to ensuring that it meets customer requirements and seeks to continually improve its service. The Quality Policy also provides a framework for setting and meeting quality objectives for progress.

The Quality Policy is reviewed at Management Review meetings.

Planning

Quality Objectives

The Directors set out quality objectives in line with the Quality Policy at the Management Review meeting and assigns actions, and looks for measures of success and reviews progress.

Quality Management Systems Planning

The Directors are instrumental in the development and operation of the systems and ensure that the systems are used to meet customer needs. All personnel will be made aware of systems changes once they have been approved and review of operations will be undertaken to ensure that all new processes are effective.

Responsibility, Authority and Communication

Responsibility and Authority

Responsibilities are defined in this policy and so are procedures, but in all circumstances, personnel will be made aware of their responsibilities for successful completion of the processes by the Directors.

Internal Communication

The Directors will ensure that all personnel are made aware of factors impacting on the Quality Management System.

Management Review

Management review meetings are undertaken in accordance to the requirements of the policy and all pertinent aspects are reviewed and actions taken as required. The meeting is undertaken at six-monthly intervals accordance with a specific agenda. The meeting is attended by the Directors, and any other interested parties. The management review meeting is used as the pivotal means of ensuring that its systems are fully implemented and effective.

Resources

Provision of Resources

The resources necessary to undertake the works required by Customers are utilised from in-house and sub-contracted personnel.

Human Resources

General

The training, competence and experience of all personnel are reviewed to ensure that they are able to meet the contract requirements for general and specific tasks associated with the work.

Competence, Awareness and Training

The Directors ensures that only personnel with the suitable qualifications and experience are employed on work tasks. The Directors will take action to ensure that training requirements are met and that the effectiveness of training to meet requirements is monitored. All personnel are appraised with respect to competence.

The Directors will keep personnel fully aware of the importance of having the necessary training and experience and how they can work effectively to meet quality objectives.

It is ensured that records of training, education, qualification and experience are maintained. Such records will be maintained by the Directors.

Infrastructure

The infrastructure necessary to manage the business is provided within a normal office environment.

Work Environment

The environmental conditions being worked are monitored by the Directors to ensure that work is only undertaken when appropriate conditions exist. These include being suitable to meet the quality, safety, health and environmental requirements.

Non-conformance or customer complaints

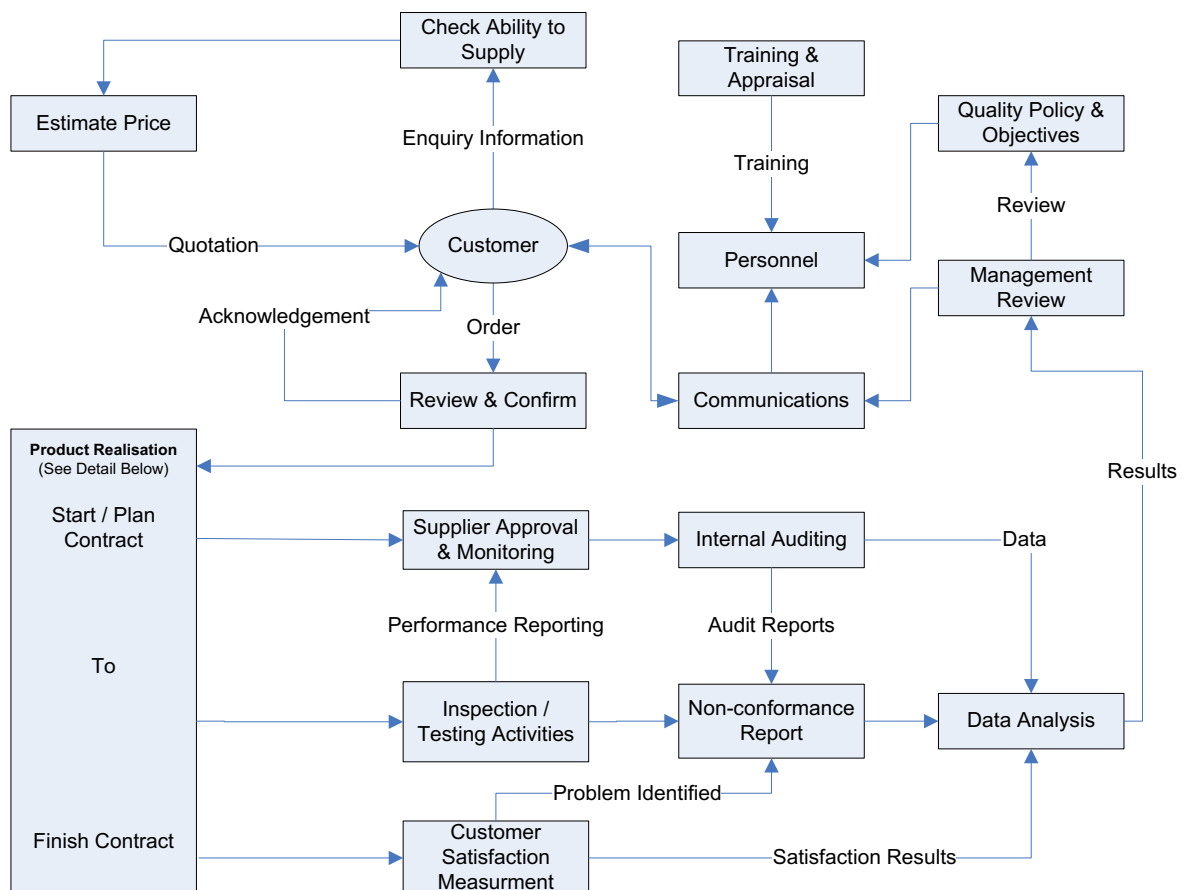
All significant non-conformances are reported to management for completion of a Non-Conformance Report. The following procedure, outlined on the following page, outlines the process.

Item	Procedure	Responsible
1	Whenever a problem is uncovered (including a complaint and any other issue found during internal audit) or a deviation from the established practice it will be recorded on a Non-Conformance Form and retained for processing. Note: If desired a proposed corrective action may be added to the form.	All Personnel
2	Remedial action to resolve the immediate problem will be taken, where necessary, to meet customer requirements, and any part of the service provided that is still non-conforming will be identified and it will be ensured that the Non-Conformance Report cannot be released until all issues have been addressed.	Company Manager
3	The non-conformance will be processed.	Company Manager
4	All Non-conformance Reports will be actioned in a timely manner.	Company Manager /Personnel Raising the Non-Conformance Report
6	A file of Non-Conformances will be maintained that will identify their status indicating which are overdue. Those that are overdue will be progressed with the relevant person.	Company Manager

Customer satisfaction

A quality assessment of service is undertaken by using the Customer Satisfaction Questionnaire. Results of customer satisfaction surveys are reported at the management review meeting.

Business Process Flowchart



Dealing with Client Changes

Any changes to contracted works, issued by the client, will be reviewed by the Commercial Manager/Contracts Manager. All changes will be considered a variation from contract and may lead to additional costs to be passed on to the client. The additional charges and details of the altered work will be communicated to the client by email or letter. On contracts where the original value is less than £100,000 no

change register will be maintained. On contracts where the original value is £100,000 or greater, a formal change register will be kept and updated by the Commercial Manager. The amended works will only proceed upon written instruction and acceptance of the amendment by the client. Upon acceptance the amendment will be communicated to site by the Contracts Manager.