

## QUALITY POLICY

HA Marks is fully committed to a policy of quality management in the company and a philosophy of continuous improvement in all its operations. We recognise that adopting this approach gives us great commercial strength and that our commitment to a quality approach is not an optional extra.

Our aim is to provide a service that meets our customer requirements in a timely manner. In support of this HA Marks will ensure that all necessary resources are available to maintain this Business Management System and to improve its effectiveness. We work with a diverse range of leading developers, local authorities, architects and Principal contractors to meet the needs of our clients.

Quality objectives shall be established, both strategically and individually, throughout the business. These objectives shall be reviewed on a regular basis via regular management meeting and feedback both from and to personnel within the business. We listen to our customers, continually reviewing our processes of product realisation in line with business needs, purpose, context and strategic direction, maximising the efficiency of our Quality management system.

Our employees are our greatest asset and we aim to give them every opportunity to use their skills and experience to improve the quality of the service we provide. To this end HA Marks shall ensure that all personnel have the appropriate skills and competence in order to fully meet the requirements of this policy.

We want all our people to be committed to quality, to recognise its importance, and to act accordingly and we recognise that it is our responsibility to provide them with the means and the motivation to do so.

We shall not rest on our achievements but will continue to make quality a fundamental part of our policy, strategy and operations. We recognise that customers expectations and perception of the quality of service we provide do not stand still and we are committed to meeting and exceeding wherever possible those expectations. The principal elements of our policy are: -

- a) To develop and maintain a Quality Management System satisfying the requirements of BS EN ISO 9001:2015 which forms the framework for setting objectives, achieving continual improvement, and client satisfaction.
- b) To satisfy customer, legal and other applicable requirements in the course of its business, and to work with our suppliers and customers to achieve and maintain the highest quality standards
- c) Establishing levels of communication capable of fully determining the needs and expectations of both customer and interested parties. Communicating this quality policy inside of the business and to relevant interested parties.
- d) To establish and maintain an infrastructure capable of supporting all company activities and realising all company objectives. Objectives and their targets are reviewed regularly using KPIs.
- e) To identify scope for improvement in every aspect of the company's activities, devising and implementing effective solutions throughout.

This policy is available to all interested parties on request. HA Marks will ensure that this policy statement is briefed, understood and implemented at all levels within the company. This policy will be reviewed annually as part of the Management review process, to ensure its continued relevance and adequacy.

**Date: January 2020 Next Review Date: January 2021**



**Director**