



Quality Management Policy ...06.10.2017

Statement of Policy:

M Lambe Construction Ltd understands that effective quality management is essential to sustaining the long term success of the company.

- M Lambe Construction Ltd has evolved a quality management policy which incorporates our business plan and outlines the aspirations of the business, preserving quality as the core foundation for the continual improvement of all aspects of customer service.
- M Lambe Construction Ltd will work in partnership with our clients, and their quality management procedures, to enable both parties to achieve profitable business development.
- M Lambe Construction Ltd will endeavour to use our civil engineering expertise to sustain the highest levels of quality and to meet our customer's expectations as cost effectively as possible.
- M Lambe Construction Ltd will continue to strive for the highest possible standards of customer service and product quality at all times. Key Performance Indicators will be used to ensure the continuing improvement of quality and performance.
- The Managing Director of M Lambe Construction takes personal responsibility for ensuring compliance with the Quality Manuals, together with an ongoing commitment to review and improve our quality control system.
- As part of our commitment to the attainment of higher standards of quality, the company will hold briefing sessions and seminars to update all employees on the performance of the company in relation to quality management.
- M Lambe Construction will regularly consult employees to ascertain whether they consider existing systems can be improved. We will also seek regular feedback from our clients as they are best placed to assess our day to day performance. These steps will ensure that all stakeholders in the business feel that they have the opportunity to contribute to the future success of the company.
- We aim to ensure a rapid response to any customer care issues that are raised by our clients and acknowledge that effective customer care is essential in order to maintain our image of an efficient, competent & low liability contractor.
- M Lambe Construction intends to achieve ISO 9001 accreditation within the next 3 years which acts as further evidence of our commitment to the highest level of quality management.

M Lambe Construction Ltd will ensure that all employees work within a safe environment at all times. The company will regularly review and assess the competence of its employees, and provide suitable training to improve their performance. This will assist in creating career opportunities for them, as well as improving customer satisfaction.

A handwritten signature in blue ink, appearing to read 'M. Lambe'.

M. Lambe
Managing Director