

## Quality Policy Statement

M Anderson Construction Ltd recognise the benefits of implementing a quality management system to improve its overall performance and provide a sound basis for sustainable development initiatives. At the heart of this lies training, providing a competent workforce to deliver the quality objectives and targets. The benefits of implementing the requirements of ISO9001:2015 include the ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. Furthermore, opportunities can be created to enhance customer satisfaction with an aim of exceeding their expectations.

The company activities include the provision of general groundworks for residential developments, the construction of roads and drainage, all of which are included within the quality management system.

The directors shall demonstrate leadership and commitment in the following management principles:

- Customer Focus- Ensuring customer requirements are determined, understood and consistently met, with a view to enhancing customer satisfaction.
- Leadership- The directors shall be accountable for the effectiveness of the quality management system. This shall be undertaken using the process approach and risk-based thinking together with the establishment of clear objectives and targets.
- Engagement of people- clear lines of communication, both internal and external, shall be established with all interested parties to ensure good planning, co-operation and co-ordination.
- Process Approach- This approach shall be implemented through the “Plan- Do - Check – Act” cycle with an overall focus on risk-based thinking, aimed at taking advantage of opportunities and preventing undesirable results.
- Improvement – The company shall determine and select opportunities for continual improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.
- Evidence based decision making- Decisions shall be based on the analysis and evaluation of data and information arising from monitoring and measurement.
- Relationship Management- Senior management recognise the importance of maintaining good working relationships and shall create a plan to enhance these with all interested parties.

The quality management system provides a framework for measuring and improving the overall business performance, supporting the company principles and business plan. This facilitates continual improvement and ensures compliance with statutory and regulatory requirements. This policy shall be made available to all interested parties.



Signed: Steve Howe  
Managing Director of Construction

Date: 22nd September 2023.