

QUALITY ASSURANCE POLICY



Meeting and exceeding Client expectations is extremely important to us.

We will work collaboratively with our Clients, Suppliers, Sub Contractors and Fellow Employees to provide a service that consistently achieves quality standards at a competitive price.

Fully comply with relevant legislative requirements, Local Authority requirements and any internal requirements of our clients.

Our objective is to be proactive, to identify and solve any potentially adverse issues before it becomes a problem.

Our commitment is to meet and exceed **ISO 9001 - Quality Management System** requirements.

We will work to achieve these commitments by:

- Providing recognised training and qualifications to all of our employees and more specialist training where appropriate.
- Evaluating equipment, products and processes from the point of view of protecting and enhancing quality service and finding better and smarter ways of doing things.
- Identifying quality aspects of our work and activities and implementing appropriate protection and enhancement strategies.
- Checking significant operations for compliance, with site visits recorded and any issues identified and actioned.
- Recognising that continuous improvement is important to our business success.
- Conduct Internal Audits monitoring quality processes and checking significant operations for compliance, with site visits recorded and any issues identified and actioned.

Daniel Powell *Managing Director* | November 2023



TRU·LINE CIVIL