Quality Policy Statement

Morganstone undertakes activities in the design management, construction and maintenance of construction projects for a diverse range of Customers. The company is committed to delivering excellent customer service and central to this commitment is delivering and maintaining the highest quality standards in all of its activities.

To underpin this commitment and to secure the consistent delivery of successful projects, Morganstone manage and implement an integrated set of processes known as the 'Business Management System' (BMS). The BMS demonstrates to existing, potential Customers and independent auditing authorities the capability of the business to consistently deliver its construction services to an independently assured level of Quality.

We commit to...

- ensuring that Quality and the importance of implementing the Company policies and processes are integral to the way we operate.
- operating our business to ensure that we meet or exceed our customers' needs and their expectations in performance, service and quality.
- continually improve our quality performance and promote good quality methods as part of good business practice, both internally and externally.
- communicating the results of BMS reviews, audits, Customer feedback and performance against objectives.
- capturing and sharing good practice and good ideas.
- comply with all relevant mandatory and non-mandatory compliance obligations.
- set measurable targets to achieve our quality objectives, which will be monitored and reviewed to realise our commitment to continuous improvement.
- provide training for all parties within the organisation to ensure that not only the policy is understood but all employees understand their effect on quality and the company's performance.
- conducting regular reviews to ensure that the system stays suitable, up to date and that any necessary improvements are implemented and effective.
- displaying and communicating this policy to employees, members of our supply chain and other interested parties.

With our Customers we commit to...

- obtaining our Customers opinion of our performance and our quality culture.
- taking appropriate action upon the feedback that we receive.
- informing our Clients on the improvements we make.

With our Supply Chain Partners we commit to...

- establishing the appropriate controls required to monitor and control the quality of material and workmanship.
- monitoring the performance of our supply chain and actively seek to improve deficiencies.

Achievement of this Policy involves all employees and sub-contractors who are individually responsible for the quality of their work and collectively ensure the delivery of the highest standards on all projects.

Quality Policy Statement

morganstone
constructing the future

In implementing this Policy, we will…

1. identify a dedicated Manager responsible for Quality who will retain the responsibility for the BMS.
2. appoint a Systems Manager who will administer and co-ordinate the implementation and improvement of the BMS.
3. maintain certification of the BMS to relevant standards and regulations including ISO 9001.
4. carry out audits of systems and processes to establish the level of compliance across the business.
5. review the effectiveness of the BMS and actions taken to correct or prevent non-conformances.
6. undertake regular reviews of the adequacy and effectiveness of our BMS.
7. establish a framework for analysing data and managing continual improvement opportunities.
8. establish SMART Quality objectives to meet our policy commitments above.
9. ensure that this Quality Policy Statement is displayed at all offices and the site locations to continuously remind employees of the company's commitment to Quality.

Ian Morgan
Managing Director
Morganstone Ltd
5th June 2018

Next Review Date: 1st June 2019