

Quality Management Policy

Statement and purpose of policy

Corb Ltd maintains a Quality Management Policy to ensure we continuously attain customer satisfaction, a stable customer base and improved efficiency. Only by providing a quality service that meets customer's requirements on time and to budget will we achieve our aims of long term success and sustained improvements.

Corb Ltd is committed to maintaining, so far as is reasonably possible, safe systems of work and a safe and healthy working environment throughout all our business operations. This commitment extends to all sites and our office premises, and to all staff, sub-contractors, and other persons who may be affected by our undertakings.

Corb Ltd recognises the benefits to be gained by following the philosophy behind Quality Management Systems, such as that defined in EN ISO 9001:2008. It is the ultimate goal of the company to attain this accreditation. In the meantime, the company recognises the Chartered Quality Institutes Small Business Standard specifically designed for SMEs as a beneficial set of management principles. Corb Ltd are committed to managing the business by this set of principles and thus delivering improvements for clients, suppliers, sub-contractors, staff and management.

The key areas that are being monitored are as follows:

1. **Management responsibility** – Values communicated to staff, demonstrating good planning and leadership, integral targets and effectively resourced/skilled workforce.
2. **Business reviews** – Weekly meetings carried out to review performance and set clear business goals.
3. **Customer care** - Delivering a quality service to meet customers' expectations, seek feedback, effective process for customer complaints, measurement of customer satisfaction.
4. **Staff & employees** – Fair and equal treatment of staff in line with our equal opportunities policy, ensuring staff feel valued, ensuring all possess contracts, achieve minimum standards of remuneration. EIA's carried out at regular intervals. Employee and training matrix's to ensure quality work and provide career paths.
5. **Working environment/processes** – suitable and safe working environment, providing necessary/safe equipment, appropriate training, processes in place to benefit customer, staff and management.
6. **Suppliers & Subcontractors** - Supplier selection based on quality, reliability and cost, purchase orders containing sufficient information, regular review of performance. Subcontractor PQQ's and agreements used and updated regularly. Supplier environmental and quality management policy trackers kept and reviewed by HR.

7. **Documentation** – Regulatory documents, insurances and quality documents provided to clients and external parties.

8. **Preventing and correcting service problems** – Establish annual targets, process of dealing with complaints, review of business procedures.

In summary, we aim to build a mutually profitable relationship with our customers ensuring their long-term success, through the understanding of their needs and the needs of their clients as well.

All staff within the company are responsible for the quality of their personal work. The company provides training and has established systems to assist all in achieving the standard requirements and in working continually to better the quality of their work. We also provide extra training and guidance to senior staff in how they can train employees whom they manage.

This policy will be subject to regular review at regular intervals throughout the year.

Signed:  _____

Date: 8th May 2023

Name: Corbin Peniket

Position: Managing Director