

QUALITY ASSURANCE POLICY



» PURPOSE

To detail how HGM will ensure all client's receive a quality product or service that meets all requirements within their specified timeframe.

» QUALITY STATEMENT

Our organisation is committed to providing clients with products and services that meet or exceed their requirements. The responsibility for quality will be adopted as an integral part of everyday work, therefore it is vital that every employee shares in the commitment to complete all work to agreed specifications and standards.

» WE ARE COMMITTED TO;

- ✓ Meeting with clients to determine requirements and supply products and services to the agreed standard, every time.
- ✓ Putting effective quality systems in place to comply with iso or other recognised standards.
- ✓ Demonstrating that the company is dedicated to the ongoing development and improvement of its quality system. Management will ensure that resources are assigned and that all staff will be involved.
- ✓ Providing appropriate supervision and training and will monitor conformance to the quality standards.
- ✓ Having a process of internal/external audit at appropriate intervals to ensure that our systems and procedures are robust and verifiable.
- ✓ The director and management of this company have committed to leading and supporting the development and maintenance of the quality process for the benefit of staff, the company and its customers.

» AS PART OF THIS COMMITMENT WE WILL;

- ✓ Create a project quality plan as required for each project.
- ✓ Complete regular quality inspections of work and resolve any quality issues in a timely manner. Only work that has been thoroughly checked will be presented to consultants or clients for inspection.
- ✓ Coordinate with suppliers and subcontractors to maintain product and project quality standards.
- ✓ Any faults that arise during a defect liability period will be corrected as a high priority.

SIGNED:

Hamish Murrell
Director

DATE
18/06/2026

NEXT REVIEW
18/06/2028

VERSION
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