John Peck Construction Ltd

Quality Management Policy

Rev 02

January 2022

Date: 10th January 2022
Approved by: John Peck

Policy Statement overview

John Peck Construction Ltd are committed to providing quality management, co-ordination, production and processing throughout all project life cycles. The Company has developed its expertise since its establishment and its aim is to achieve a high standard of construction and service to its customers at all times.

It is the policy of John Peck Construction Ltd to provide the customer with goods and services to the agreed requirement in accordance with the details and contract sum.

The Director, Management and Staff are responsible for Quality Control through the Quality Management System seeking improvement by constant review, with suppliers and sub-contractors being encouraged to co-operate. The Company is committed to achieving customer satisfaction by the use of quality procedures which will be operated to meet or exceed the requirements of ISO 9001 and other UK construction Regulations.

Ensuring quality

To ensure quality is manage and maintained throughout, the below methods will be implemented:

Activity	Actions/ Methods implemented
Sub-Contract Appointment orders	Subcontract procurement is led by our Senior Project Leader who will review all enquiries, undertake a thorough reconciliation and ensure capability and compliance with the contract requirements. All recommendations are reviewed by the Contracts Manager prior to any pre-contract meeting being arranged.
Pre-Contract Meetings	These will be held on site with all Contractors/Sub-contractors prior to appointment. The meeting agenda will discuss through all aspects of the project to ensure the proposed contractor is fully acquainted with the project requirements, scope of works, programme dates and all aspects of Health & Safety compliance. All

	meetings are to be minuted and shared to all involved in the project.
Quality Method statements	John Peck Construction Ltd employs an in-house method statement to ensure optimum quality throughout the works. The method statement explores all potential quality risks for the project and planned actions to mitigate the risks. The method statement allows the risks to be acknowledged and tracked ensuring clarity to all involved.
RAMS	Prior to commencing on site a specific Method Statement and subsequent risk assessments must be submitted which will be duly vetted and approved by JPC senior project team. All operatives attending and working on site must attend site induction where they will read and sign to say they have understood the appropriate method statement and feel confident to complete the works in a safe manner whilst maintaining optimum quality.
Site Inductions	All site personnel and operatives will be inducted prior to accessing the site/construction areas.
Site supervision/Monitoring	The site will need to be monitored at all times by the site management team. The team will show evidence of this by using day inspection sheets and a daily diary where appropriate. The site team will undertake daily inspections of all work being undertaken ensuring it is following the scope of works, programme and is of the quality and safety that John Peck Construction LTD expect.
Weekly Production Meeting	These will be held with all key subcontractors to establish/review production targets and address any production related matters. John Peck Construction Ltd implement the use of the sub contractor's quality inspection tracker.
Weekly Internal Site Reports	These will be prepared by our Site supervisor providing a record of site attendance, including visitors, works undertaken and progress status against all programme activities. The site supervisor will also stipulate if they can foresee any issues/ risks and voice their advice.
Monthly Site Reports	Prepare and distributed by our Contracts Manager to the Client Team prior to the monthly site meetings providing an accurate status report of the project. Attached to the report will be a copy of the contract programme indicating the current progress status clearly stating any outstanding information and/or information required within the forthcoming period.

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Programme

Progress will be reviewed and monitored against the construction programme on a weekly basis by the Project Team throughout the contract duration. A status report against the programme will be included within our monthly contractor's report providing an accurate assessment of the progress on site. Whilst John Peck Construction Ltd strive to complete all projects to the initial programme, the nature of construction sometimes is that unforeseen events take place and have a direct impact on the programme. Should this take place, John Peck Construction will identify any changes to the programme and issue a meeting with the project team to discuss the arising issues. Appropriate action will then be taken to minimise disruption to the project.

Defects and remedial works procedures

John Peck Construction Ltd strives for the highest quality at all times and zero defects at the end of completed projects. John Peck Construction Ltd has an excellent track record on fulfilling this and endeavour to continue this form.
The zero defects theory is based on four elements for implementation in all project:

1. Quality is a state of assurance to requirements. Therefore, zero defects in a project mean fulfilling requirements at that point in time.
2. Right the first time. Quality should be integrated into the process from the beginning, rather than solving problems at a later stage.
3. Quality measured in financial terms. One needs to judge waste, production, and revenue in terms of budgetary impact.
4. Performance should be judged by the accepted standards, as close to perfection as possible.

To ensure all four elements are implemented; the below systems will be executed throughout the project life cycle:

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- Clear communication at all times.
- Utilise John Peck Construction Ltd management hierarchy if client raises any concerns.
- All arising issues to be dealt with in a timely manner. Forecast any potential risks and work to mitigate them.
- All quality management systems to be implemented throughout the project life cycle.
- Use of competent sub-contractors. John Peck Construction Ltd to use our internal PPQ to vet all potential suppliers.
- Regular safety checks on all plant and equipment meeting all Government legislation.
- Ensure all work force are qualified and confident to carry out the proposed works. John Peck Construction Ltd encourage staff to speak to site management team with any queries or concerns.
- Regular site meetings/ inspections/monitoring and reports throughout project lifecycle.

Customer satisfaction

John Peck Construction Ltd strive to ensure all clients are completely satisfied with the works provided to them.

If this is not the case, please refer to John Peck Construction Ltd complaints policy. The policy can be accessed by contacting John Peck Construction Ltd head office on 01983720920 or info@johnpeckconstruction.co.uk

Signed

Date 10th January 2022

Mr John Peck - Managing Director

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I confirm I have received a copy of John Peck Construction Ltd Quality Management Policy and that I have read this and understood the contents.

I also confirm that I have sought clarification from my line manager on any issues outlined in the policy which I am not clear about.

Signed: _____

Date: _____

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