



The very best of British

Quality Policy 2019

Quality Policy

Smith Construction have an exceptional reputation and over 35 years' experience in the sports surface industry.

We design, construct, maintain and guarantee all artificial and natural sports surfaces to the highest of standards and are recognised nationally for our pioneering methods of ground stabilisation and drainage designs. Our In-house expertise gives us the skills to offer planning assistance, high-quality design, bespoke installation and specialist maintenance packages, and to overall provide complete customer satisfaction.

We have built long term, ongoing business relationships with a wide spectrum of clients' including main contractors, councils, independent schools, sports clubs, architects and consultants. Continued improvements in customer service; construction innovation; sustainable development and quality are at the forefront of our visions.

The scope of our QMS is 'the design and construction of sports facilities including specialist sports surfaces, the maintenance thereof and associated infrastructure'.

Our goal is to construct facilities that completely satisfy the user's needs, are designed for longevity, provide excellent value for money and are of outstanding quality.

Our quality policy provides a framework for our employees, so together we can achieve customer satisfaction and effectiveness of the overall Quality Management System. Through the use of this policy, quality objectives, performance evaluation, corrective actions and regular management reviews, the following quality policies are addressed:

- To establish and maintain a Quality Management System which satisfies the requirements of ISO 9001:2015.
- To ensure that our quality policy and objectives are reviewed to determine whether they remain relevant to the strategic direction and the purpose and context of our organisation.
- To review the overall operation of the company's administration systems to determine their continuing suitability and effectiveness and any requirements for improvement.
- To implement appropriate actions to address any risks and opportunities associated with internal and external issues, and to meet the needs and expectations of our employees, our customers and any statutory and regulatory requirements.
- To ensure that the quality policy has been communicated and is understood by all relevant personnel within the organisation and any other interested parties.

The director and the senior management are committed to actively encourage commitment by personnel at all levels of the company to be responsible for the quality of their work. The company provides training and has established the QMS to assist in achieving the required standards and ultimately to achieve excellent customer satisfaction.

Date: 31/01/2019

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Mr K M Smith
Managing Director
SMITH Construction (Heckington) Ltd