

# QUALITY MANUAL

## **Introduction**

This Quality Manual has been compiled to meet the requirements of ISO 9001:2015 and ISO 14001:2015.

This manual is formed of two parts and has been checked and approved by the Quality Manager.

Part 1 is available for public view and establishes:

- ✓ The scope of the organisation & Quality Objectives
- ✓ The management's commitment to the quality management principles
- ✓ The company's Quality Policy Statement
- ✓ List of people within the organisation and their roles
- ✓ Plan-Do-Check-Act flow chart

Quality System Procedures Part 2 is controlled by the Quality Manager and relates to the operational procedures of the company.

## **Scope of the Organisation**

Principle Contractor specialising in all areas of construction including Logistics, Distribution, Industrial Warehouses, Retail, Commercial and Mixed-Use schemes.

# Management Principles

The management of Glencar Construction Ltd are committed to quality management principals and use these in the business every day to provide the best possible service to their customers and all those with an interest in the business.



## Quality Policy Statement

The Quality Management System has been introduced to Glencar Construction to assist its Managers, Staff and all parties with an interest in the success of the business in carrying out its operations.

The company aims to give its customers the best possible service every time they interact with the company by providing a quality product each time. As a company, we embrace feedback on the how we are performing and use this information to improve our offering to the industry.

We aim to use the policies and procedures put in place to manage quality as part of the day to day running of the business.

Glencar Construction has been in business for 4 years and over that period has established strong relationships with our clients, we have continued to gain repeat business based on the quality of our work and are ability to meet and exceed our client's requirements on every project.

The Management undertake a commitment to ensure that all requirements of ISO 9001:2015 and ISO 14001:2015 are met through the Quality Management System and to continual improve the Quality Management System and the processes used throughout the company, and all other legal obligations. They ensure the companies quality objectives are achieved by:

The management commit to continuing to improve our quality procedures by reviewing them on at least an annual basis, listening to feedback from all interested parties and putting our customers first. We take full responsibility for the quality system and are committed to ensuring it meets all the requirements of ISO 9001:2015 and ISO 14001:2015.

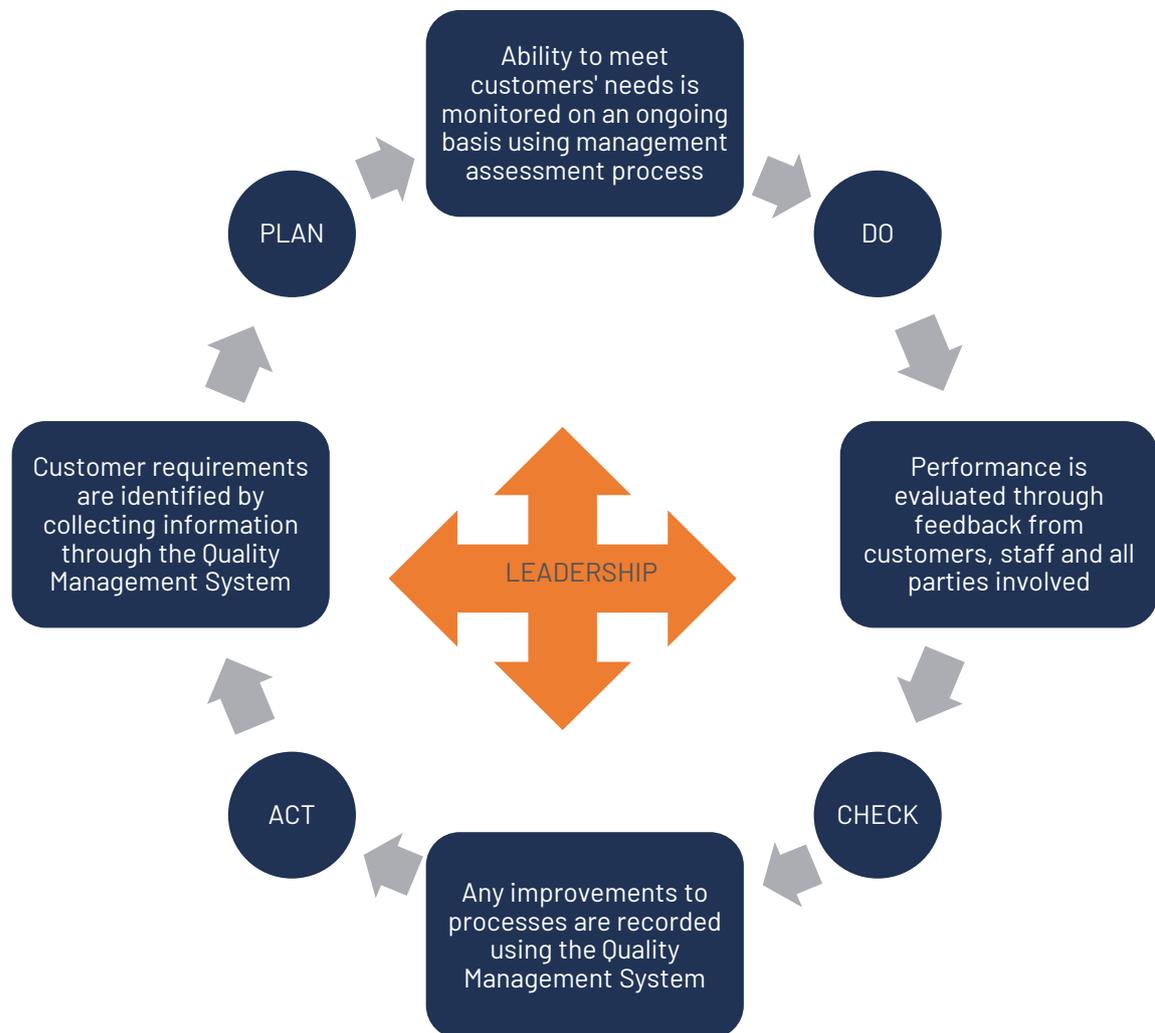
Signed:

Date: 08.06.21

Eddie McGillicuddy

Managing Director

## QMS Flow Chart



## Introduction to the operation of the company's Quality System

- ✓ Part one of this Quality Manual 'the quality system procedures' reflect company policy and the quality system management.
- ✓ Section One 'the quality system procedures explain how the company will satisfy and manage the quality system and the requirements.
- ✓ Part Two of the Quality Manual contains the company's 'Operational Procedures'.
- ✓ The 'Operational Procedures' are defined and planned sequences of interrelated processes that form part of a working operation. When these operations are carried out as planned, they provide the level of quality and customer service the company is committed to.
- ✓ It is the management's responsibility to ensure those involved in the delivery and application of the company's 'best practice' services use and repeat the appropriate tried and tested processes, customers are assured of a quality service to the standard set by the company.
- ✓ To ensure the 'best practice' processes can operate effectively and efficiently, the company have also designed recording systems through specially prepared forms and computer programs to ensure the information collected and provided, can be effectively traced and referred to through the computer and filing systems.
- ✓ 'Quality Records' is the term the company uses to refer to the process of collecting, storing and retrieving the documents, records and computer stored information.
- ✓ One complete set of sample forms and documents are located in the master document folder.
- ✓ To ensure the above remain effective, the company seeks the customer's feedback and perception of our business, reviews its quality system and implements continuous improvements wherever possible to ensure customer satisfaction.
- ✓ The management of the company hold meetings to ensure all aspects of the quality system are reviewed, improved and communicated to personnel to ensure we continue to provide our customers with the level of quality determined by the company.