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.

- **Customer Focus**
  - The company has set out in all processes to focus on our customers' needs and understand how we as a group can provide the best possible service for them whilst striving to improve our offering with every interaction with our customers.

- **Leadership**
  - The management team show commitment to the staff and others by prompting the quality objectives of the quality management system and take full responsibility for its effectiveness in the company. The management team have put in place a quality manager to ensure smooth running of the processes but gain constant feedback from the processes and review all quality information as part of management meetings.

- **Engagement of People**
  - The management of the company embrace the staff and others involved in providing the end product. The staff and sub-contractors are seen as vital to the day-to-day running of the company. The management has put processes in place to capture feedback from staff and sub-contractors to help improve the efficiency of the company and improve the level of service they offer to their customers. The management promotes feedback on the internal systems and encourages staff to contribute to the effectiveness of the quality systems.

- **Process Approach**
  - All staff are inducted in the company's policies and procedures, each is given an individual induction describing their role and what is expected of them in the role they are being employed for. They will be encouraged to embrace the quality system as part of their role and give the management feedback on any improvements that they feel could be brought to the role or other processes in the company.

- **Improvement**
  - The quality system has been installed to offer the opportunity to improve processes by reviewing procedures on a regular basis. As a group we will continue to grow and improve by offering new training to our staff, updating equipment and reviewing new software packages and market trends that will help to improve our staff experience and the end product.

- **Evidence-based Decision Making**
  - Decision in the company will be based on feedback and results from the systems put in place to manage quality such as the customer complaints procedure or non-conformance reports. Management will only make decisions involving major change once information from these processes has been reviewed.

- **Relationship Management**
  - Relationships in the company are managed by staff on all levels and suppliers and sub-contractors are encouraged to give feedback to management to ensure that the relationships with those concerned in the day to day running of the company are on an open book basis. The management is committed to forming strong relationships with staff, sub-contractors, suppliers and customers as they understand that these are the fundamentals that the company has been built on.
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 McGillycuddy
Managing Director
Ability to meet customers' needs is monitored on an ongoing basis using management assessment process.

Performance is evaluated through feedback from customers, staff and all parties involved.

Any improvements to processes are recorded using the Quality Management System.

Customer requirements are identified by collecting information through the Quality Management System.

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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.