



QUALITY ASSURANCE POLICY

Introduction

Roofing, Cladding & Building LTD prides itself on delivering the highest levels of service to all its clients. RCB recognises the importance of maintaining strict quality assurance standards to ensure that all work meets and exceeds its commitments to clients. Continuous improvement and feedback are essential to the development of RCB's quality processes and are documented and retained to ensure that quality management principles are rigorously enforced.

Roofing, Cladding & Building LTD requires all staff to ensure quality management. A copy of RCB's quality assurance policy is made available to all staff.

Roofing, Cladding & Building LTD quality assurance policy objectives:

- Meeting contractual and legislative requirements. Communicating quality assurance principles to all staff and clients in order to meet customer needs and to fulfil legal requirements.
- Eliminating remedial work
- Adhering to programmes and budgets
- To establish, document, implement, and maintain quality management and continually improve its effectiveness in accordance with client, supplier, and business needs.
- To ensure that client's needs and expectations are determined and fulfilled in order to deliver a consistently high standard of service.
- To enhance sustainability (including the principles laid out in RCB's Environment Policy) reducing waste and minimising environmental impact.
- RCB will take internal audits of its quality management, to ensure that systems and processes are fulfilled for each job.
- RCB will invite feedback during a job process, and ask clients to complete a satisfaction questionnaire at the end of completed projects to facilitate continuous improvement
- RCB welcomes external auditing of its quality assurance process, including site visits from clients.
- RCB maintains independent accreditations from Safe Contractor, Constructionline, CHAS and SMAS.
- RCB maintains memberships with the National Federation of Roofing Contractors and Institute of Roofing.

Principles, scope and implementation:

- I. Roofing, Cladding & Building LTD strives to ensure that it closely works in partnership with the client and the client's professional representatives to deliver a finished project on time, on budget and to the exacting qualities expected. A contracts manager is assigned to each project to ensure that all services are delivered in accordance with the Schedule of Works, issued drawings and to the issued programme.

The contracts manager acts as a key point of liaison for raising any issues regarding changes to specification or project timelines, which can be escalated to director level if he contracts



- manager is unable to resolve them. The contracts Manager is also responsible for ensuring the feedback on project outcome is monitored and retained within the quality system.
- II. Roofing, Cladding & Building LTD communicates its vision to all employees and clients. RCB values are stated to all staff upon induction and reinforced with regular training. RCB's team ensures that appropriate resources, including access to health & safety and professional training for staff are available when necessary. A contracts manager is assigned to every project to ensure that all resources committed to a project are sufficient for the task, and to encourage responsibility within the workplace.
 - III. Roofing, Cladding & Building LTD uses documented process to ensure that the accountability and responsibility of its staff at all stages of a job or process. Records kept within the job document decision making at each stage. Continuous feedback during each job or project ensures that staff input is fairly assessed and monitored and that any issues are escalated and dealt with. Team meetings and on-going internal project meetings ensure that knowledge and best practice are shared and incorporated into on-going project management.
 - IV. Roofing, Cladding & Building LTD manages all processes to ensure the effective use of resources and maintain accurate records. Clear processes, from the selection of suppliers and sub-contractors to construction standards enable RCB to minimise risks and maximise team performance. Feedback and review of completed jobs enables RCB to ensure that its project outcomes fulfil client's needs and objectives.
 - V. Roofing, Cladding & Building LTD regularly audits its supplier lists to ensure value for money is achieved for all projects. RCB strives to use suppliers and sub-contractors with accredited quality assurance and environmental standards. Regular contact is made with suppliers and sub-contractors to manage quality. Usually several quotations are obtained for each given task to ensure transparency in competition. Roofing, Cladding & Building LTD seeks to balance the needs of clients and suppliers to ensure mutually advantageous outcomes.
 - VI. Each project is assigned a new file. This file contains all relevant documents relating to the project for quality assurance purposes.

Responsibility for the quality assurance policy lies with the Managing Director. The contracts manager is responsible for maintaining standards across all construction output. RCB will ensure that all staff recognise quality assurance principles and have the necessary skills and training to fulfil their role within the quality management process.

Managing Director

Mike Avellino

Signed:

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