

# QUALITY ASSURANCE POLICY

Hewlett Civil Engineering Limited believes that good quality assurance performance and the management of business risks are fundamental to the continuing development of the Company. Its business activities are associated with civil engineering and construction operations, and for all projects undertaken we aim to meet the requirements and expectations of our customers, the Law and other industry standards. This applies both to the quality of products and of the services supplied.

In order to meet this objective, we have documented and implemented a management system that meets the Quality Management System requirements of BS EN ISO 9001: 2008.

In this respect our policy is to:

<b>Policy Review</b>	Review this Policy regularly by consultation at regular Management Review and other meetings in order to ensure its continuing suitability.
<b>Continual Improvement</b>	Continually strive to improve the effectiveness of the Management System and performance, through the setting of objectives & targets, the monitoring of achievements, audit, analysis of data, corrective and preventative actions and management review.
<b>Objectives and Targets</b>	Set realistic and measurable objectives and targets in line with this policy. Monitor and report the achievement of objectives and regularly review their continued significance. Such monitoring, reporting and reviewing will be the responsibility of Top Management and recorded at Management Review meetings.
<b>Communication</b>	Draw the attention of our staff to this Policy by means of effective communication methods such as site notice boards and the Organisation's "shared drive" intranet system. Others stakeholders such as subcontractors, suppliers, Clients, appropriate authorities, local communities and other organisations will be alerted to our policy by publishing it on the Organisation's website.
<b>Client Satisfaction</b>	Achieve and maintain client satisfaction by fully understanding and meeting our clients' requirements.
<b>Training and Awareness</b>	Provide suitable and sufficient information, instruction and training to all employees and subcontractors to enable them to perform their job functions in a manner such that they assist in the achievement of the stated quality assurance objectives and targets. Also to enhance awareness of relevant issues among colleagues and other interested parties.
<b>Non-conformances and Complaints</b>	Minimise the likelihood and severity of non-conformances and to deal promptly and objectively with any complaints received.
<b>Responsibility</b>	Make every Manager accountable for the quality assurance performance of his or her department. Expect all employees to contribute to quality assurance management and give the service they would expect themselves.

This Policy is intended to promote and achieve client satisfaction and provide the vehicle for continual improvement of the Organisation's quality management systems.

This statement represents my commitment to the Quality Assurance Policy.



Managing Director

April 2010



**HEWLETT**