

QUALITY ASSURANCE POLICY

Girvan Waugh is committed to securing and maintaining the confidence of its clients and customers by providing quality resources and services to be able to meet client and customer requirements and expectations to the best possible extent.

Girvan Waugh will proactively endeavour to achieve this objective by:

- Communicating its quality policy and procedures to all staff to ensure they understand their responsibilities and roles in delivering a quality service and the desired outcomes.
- Top management to assess quality related risks and opportunities presented in order to secure the best possible outcomes for Girvan Waugh and all its stakeholders
- Providing appropriate resources and services to comply with applicable laws, standards documentation and contractual requirements.
- Ensure Girvan Waugh's internal management and operational systems continue complying with ISO 9001 - 2015 requirements
- Evaluating the project and materials proposed to develop an effective methodology for delivery of agreed outcomes. Where appropriate suggest alternative materials for consideration, to ensure the best possible outcome for our clients and customers.
- Responding promptly to client / customer queries / concerns, to ensure their needs are satisfied to the best possible extent.
- Seeking feedback from staff, clients and customers to improve its internal management and operational systems.
- Periodically reviewing and revising its quality policy to ensure it remains relevant to Girvan Waugh's goals and objectives.

Girvan Waugh quality goals are to:

- Strive to continuously improve on the quality and performance we deliver.
- Implement detailed programming and methodology of projects to coordinate sequencing of trades, to get the best possible working environment so trades are not working over the top of each other, to provide the best possible opportunity to deliver quality.
- Continuously measure, monitor and analyse all business areas and operations to promote continuous improvement and efficiency.

Policy Review Date: August 2016

Directors Approval:



Michael Girvan



Warwick Waugh