

## QUALITY ASSURANCE POLICY

### Aim

The aim of this policy is to ensure that AMD Contract Services Ltd understands the needs of our customers and provides a quality service to all its clients.

In order for the organisation to be successful, every person must understand our customers' needs and be responsible and accountable for the quality of their work.

### Objective

AMD is committed to providing the best services possible and needs to be able to demonstrate that it provides quality services and manages the organisation efficiently and effectively.

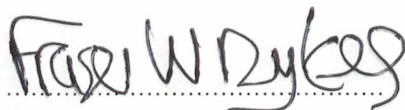
The management is committed to ensure that the company operates this standard and constantly strives to seek improvements to all processes.

### How the company manages Quality Assurance

1. Ensuring the Health & Safety policy is implemented at all times with risk assessments and method statements produced where required
2. Forming an effective communication structure including keeping the client informed and involved at all stages of the project
3. having policies and procedures in place that will ensure that the quality of the work provided is of the highest standard
4. Training employees to ensure the satisfactory performance of work
5. Promoting the use of local labour, subcontractors and suppliers
6. Promoting team work at all levels including daily job chats and tool box talks
7. Minimising the waste of materials and resources in line with our Environmental Policy
8. Maintaining and servicing all machines and equipment
9. Renewing machines regularly to more environmentally friendly models
10. Prompt reaction times to breakdowns/call outs
11. Developing relationships with clients and suppliers to ensure the highest quality and standards are achieved and maintained
12. Learning from experience, correcting mistakes and preventing future problems and complaints

This policy will be reviewed annually.

Signed: \_\_\_\_\_



Date: 01/10/2019

Name: Mr Fraser W Dykes

Position: Managing Director