

Policy

Quality

Aim

Scott White and Hookins LLP is a construction consultancy practice, providing civil and structural engineering and related services from three regional offices in Bedford, Winchester and London.

We aim to provide a quality management system to the quality standard of ISO 9001:2008.

By delivering a Quality Management System that is accredited to the quality standards we can deliver Scott White and Hookins services to our clients in a consistent manner which fulfils their requirements and provides confidence to our clients.

Actions

To meet these aims we will:

- Aim to improve our quality performance throughout our business and services by effective communication, provision of staff training and incorporation of best practice.
- Maintain and continually improve a documented Quality Management System in line with ISO 9001.
- Determine, monitor and measure risks and opportunities that need to be addressed to provide a quality service.
- Provide effective training to all staff.
- Obtain and review feedback regarding customer satisfaction.
- Ensure we clearly identify our clients needs and expectations
- Adopt a responsible procurement process.

We will seek to achieve these through setting specific objectives and action plans to address them, supported by training and communication amongst staff, clients and suppliers.

Staff are being made aware of their responsibilities within the QMS including adherence to this policy.

Partner Responsible	Last reviewed	Next review
Richard Hemming	March 2018	March 2019