

# Policy

## Quality

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### Aim

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

We aim to provide a quality management system to the quality standard of ISO 9001:2015.

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:

- Set and review quality objectives, and improvements to our system on an ongoing basis.
- Identify and fulfil all compliance obligations that relate to our business
- Monitor and review as part of our management review, our quality performance throughout our business 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.
- Monitor and measure risks and opportunities that need to be addressed to provide a quality service.
- Ensure staff training needs are met so they can provide a quality service to all clients
- Obtain and review as part of our management review feedback regarding customer satisfaction with an aim to maintain our current level of client satisfaction.

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     | June 2020     | May 2021    |