

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:

- Continually improve our quality performance throughout our business and services by effective communication, provision of staff training and incorporation of best practice.
- Seek to provide our clients with designed that promote and encompass quality and best practice
- Maintain and continually improve a documented Quality Management System
- Provide effective training to all staff
- Identify our clients' needs and expectations
- Obtain feedback regarding customer satisfaction
- 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
Ian Llewellyn	March 2017	March 2018