



Quality Policy

Introduction

Project9 Ltd is a privately owned, independent company providing quality, refurbishment, construction and maintenance services. Our services are provided to commercial and domestic clients. The continuing development of Project9 Ltd is paramount in meeting business objectives and securing the company's future.

With each project undertaken, Project9 Ltd aims to meet customer expectations on the quality of both products and services supplied, including any cost and time constraints applied.

To ensure the continuity of high standards of service the company aims to form working partnerships with its customers, sub-contractors, suppliers, designers and other parties where necessary to ensure that the high levels of quality expected by the customer are not compromised.

Project9 Ltd is committed to provide high-quality Construction Projects. Project9 is obligated to continuous improvement and recognises that the development of its people at all levels within the organisation is key to this achievement. An environment therefore exists in which personal advancement is encouraged through education and training leading to improved services and greater customer satisfaction.

Objectives

- Ensure the timely completion of projects within the client's specification
- Monitor levels of customer satisfaction, and deal in a timely fashion with areas of weakness
- Ensure all employees are competent and have the necessary skills for the job and to operate an effective Academy within the business to manage the training and development programme
- Monitor levels of employee satisfaction, and ensure clear channels of communication
- Ensure the effective maintenance of the Quality procedures are maintained
- Undertake continuous monitoring and improvement of the company's management processes
- Undertake regular reviews of this policy

Roles & Responsibilities - Director (Director Responsible For Quality)

As the Director J. Keane is ultimately responsible for the Quality within the company. The Director is specifically responsible for ensuring that:

- An adequate and effective Policy for Quality is prepared and implemented.
- Developing the quality objectives and processes.
- Adequate and effective arrangements for planning, organisation, control and monitoring for Quality are implemented.
- Sufficient financial, labour resources and time are available to meet deadlines but still able to provide the Quality expected.
- Ensure completion of projects are to the client's expectations, requirements and timeframes.

- Ensure all employees have the necessary skills for the job. Manage the training and development programme.
- Have clear communication with Employees with frequent feedback.
- Meeting compliance obligations and ensuring continual improvement.

Commitments

Project9 are committed to:

- Ensure completion of projects are to the client's expectations, requirements and timeframes.
- Complying with relevant laws and regulations as well as internal requirements.
- Communicate the importance of meeting customer needs & expectations and all relevant statutory, regulatory & compliance requirements.
- Encouraging involvement of quality responsibilities amongst all employees and third parties through training, supervision and effective communication.
- Continually develop & improve the effectiveness of the Quality Management System
- Ensure the quality of resources.
- Ensure that the Director reviews the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the continuing effectiveness of the Quality Management System.

Arrangements

Communication

Project9 communicates it's quality policy to employees and clients.

Training

The Director is responsible for Quality Management System training, a review of training needs will be carried out annually in discussion with Employees.

All employees will be given training on the Quality Management System, office employees will sit with the Director where he will explain the process (detailed below under Process), how each project needs a folder set up containing the relevant documents. All site employees will have site meetings with Director, where it will be underlined what is required from them on this project to ensure quality is achieved by meeting deadlines and keeping to programmes and the specifications of the project.

All employees will be trained in quality working practices and procedures prior to being allocated any new role. Tool Box Talks will be delivered as awareness and refresher training to ensure operatives receive lifelong learning and improvement throughout their time at Project9 Ltd.

Employees will be encouraged to bring to the attention of management any training courses or training needs which they think might be appropriate.

All employees will be updated with quality expectations on a regular basis. Special training will be given for specialist roles / tasks to ensure quality is provided to the client. All records of training will be filed in the Office. Training programs are identified by The Director who is responsible for Quality frequently reviewed to ensure employees are kept up to date and maintain their competency.

Monitor, Audit & Review Process

Project9 monitors, audits & reviews its processes and procedures to ensure they are meeting the required quality standards. This will be reviewed by the Director.

Staff involvement

Project9 Ltd keep records to ensure that the responsibility of its staff at all stages of a project. Frequent feedback during each project ensures that staff input is fairly monitored and any issues raised are dealt with. Weekly briefings and frequent internal meetings ensure that quality is shared and integrated into on-going project management.

Leadership

Project9 will communicate its vision to all employees and clients. Project9's values are stated to all staff upon induction and reinforced with regular corporate training. Project9's management team ensures that relevant resources, including the latest technology and access to health & safety, and professional training for staff, are available for all projects. A Manager is assigned to every project to ensure that all resources committed to a project are sufficient for the task, and to encourage responsibility within the workplace.

Supply Chain

Project9 ensures that any products/services provided by external companies meet the requirements and expectations of clients as well as the statutory and regulatory requirements. Project9 seeks to use suppliers with certified quality assurance and environmental standards.

Customer focus

Project9 tries to make sure that it works in partnership with the client to deliver a finished project on time, on budget and to the quality expected. A Manager is assigned to each project to ensure that all services are provided in agreement with the Schedule of Works/ Programme. The Manager acts as the main contact for raising any issues. The Manager will also be responsible for monitoring feedback on the project and within the quality system. Project9 ensures the services provided meet the requirements and expectations of our clients.

Improvement

Project9 uses feedback collected from client meetings, site briefings, specifications, drawings, schedules of work/programmes, audits and snag lists to ensure that processes are efficient. Where improvements are identified, these are integrated into the ongoing quality management process.

Decision making

Project9 keeps records of all decision making methods to evaluate the impacts upon clients. Supplier records will be monitored to ensure that best value is completed for all projects. Client feedback and decision making is contained into decision making. Records are correct and up to date, and comply with the Data protection Act in terms of their use and sharing. Project9 ensures that the privacy of client data. Records held by Project9 are never transferred to third parties without full consent of affected parties.

Process

Project9 manages all procedures to ensure the effective use of supplies, and maintains accurate records, including contact reports, time sheets and project drawings, schedules, and specifications to document the use of processes. Clear practices are in place, from the selection of suppliers and sub-contractors to construction standards to enable Project9 to reduce risks and increase team performance.

Quality Process for Projects

Every project is designated a new folder. This folder contains all relevant documents relating to the project for quality assurance purposes including:

- Priced tender documents
- Client's schedule of works
- Specification of works
- Drawings
- Programme/ Schedule
- Construction Phase Plan
- Asbestos report if required
- Risk assessments & Method statements
- Site visit inspection reports
- Correspondence of emails
- Orders
- Site meeting minutes
- Payment Applications, Valuations and Payment Certificates issued on behalf of client
- Contractor Completion certificates if required
- Any issues or complaints during the project

For and on behalf of Project9 Ltd

Signed: 

Director- Project9 Ltd

Dated: 20.02.2024