

QUALITY MANAGEMENT STATEMENT

Our Commitment to Quality

At Blue Circle Surveyors Ltd, we are dedicated to delivering high-quality professional services by implementing a robust Quality Management System (QMS) aligned with **ISO 9001 standards**. Our commitment to quality ensures client satisfaction, operational excellence, and continuous improvement in all aspects of our business.

This statement outlines our structured approach to achieving and maintaining the highest standards in service delivery, regulatory compliance, and industry best practices.

Our Quality Management Policy

This policy applies to all aspects of our professional services, including general surveying, client engagement, design work, procurement, risk management, and project management. Every employee is responsible for maintaining quality, ensuring compliance, and upholding our core values of **Integrity, Service, Transparency, and Teamwork**.

Our commitments include:

- **Implementing and maintaining a Quality Management System (QMS)** in line with **ISO 9001**.
- **Delivering services that consistently meet or exceed client expectations.**
- **Providing training and development** to engage employees in quality management.
- **Ensuring clear communication** between internal teams, clients, and stakeholders.
- **Monitoring and improving governance procedures** to enhance efficiency and client satisfaction.

Key Elements of Our Quality Approach

We ensure quality through:

- **Leadership & Commitment:** Senior management actively supports and oversees quality initiatives.
- **Employee Involvement:** Training, professional development, and accountability at all levels.
- **Client Satisfaction:** Feedback mechanisms, surveys, and project reflection meetings.
- **Process Management:** Standardised procedures for consistency and reliability.
- **Continuous Improvement:** Regular audits, performance reviews, and risk assessments.
- **Compliance & Risk Management:** Adherence to RICS member & regulated firm requirements, statutory legislation, British Standards, and industry best practices.

Quality Control & Compliance

To maintain quality in our workforce and consultants, we:

- Conduct **regular site inspections and audits**.
- Provide **ongoing professional development** aligned with industry standards.

- Ensure compliance with **Statutory Legislation** such as the **Building Regulations, CDM Regulations & Building Safety Act**.
- Use a **Common Data Environment (CDE)** for document control and collaboration.
- Implement **risk assessments and method statements** to keep people safe and maintain high service standards.

Quality and Our Professional Services

To enhance project quality, we:

- Draft and use **clear briefs, structure project planning using industry recognised systems and have clear, concise internal procedures and expectations for each project stage**.
- Implement **design change registers, pre-construction information packs, and risk assessments**.
- Utilise **industry recognised, and reputable software such as the National Building Specification (NBS), British Standards Institute (BSI) and BCIS**.
- Train our staff, promoting memberships to professional institutions and offer regular relevant CPD opportunities.
- Maintain structured **reporting and audit trails** for project consistency.

Handling Non-Conformance & Continuous Improvement

To address service deviations and ensure continuous quality enhancement, we:

- Conduct **root cause analyses and corrective actions** for non-conformance.
- Engage in **stakeholder communication and best practice implementation**.
- Perform **regular quality audits and training sessions**.
- Enforce **disciplinary procedures** for non-compliance when necessary.

Monitoring and Review

The directors will review compliance with this statement annually to ensure ongoing improvement and adherence to quality management standards.

This statement does not form part of any employee's contract of employment or any contract with third parties and may be amended at any time.

Approved by:



Craig Shaw
Director – Blue Circle Surveyors Ltd
Date: 20/02/2025