

Quality Management Policy

Purpose

Thornwood Design and Build is committed to delivering high-quality construction projects and services that meet or exceed our clients' expectations. This Quality Management Policy outlines our commitment to quality, sets the standards for our operations, and provides a framework for continuous improvement.

Scope

This policy applies to all employees, subcontractors, and stakeholders involved in our projects' design, planning, and construction. It covers all aspects of our operations, from initial client consultation to project, post-project evaluation and aftercare.

Quality Management Objectives

1. Client Satisfaction: Ensure all projects meet our client's specific requirements and expectations.
2. Compliance: Adhere to all relevant legal, regulatory, and industry standards.
3. Continuous Improvement: Foster a culture of continuous improvement in all aspects of our business.
4. Training and Development: Provide ongoing training and development opportunities for our employees to enhance their skills and knowledge.
5. Sustainability: Incorporate sustainable practices and materials into our projects wherever possible.

Our “Design. Build. Deliver.” Ethos

Design.

At Thornwood Design and Build, quality begins with innovative and meticulous design, either by the client's design team or by our own. Our design process is client-focused, ensuring that we capture each project's unique vision and requirements. Quality management in design involves thorough needs assessments, feasibility studies, and the development of detailed design specifications. We employ advanced design tools and techniques, and our experienced team collaborates closely with clients to refine concepts and ensure that all design elements are functional, aesthetically pleasing, and aligned with the project's goals.

Build.

The build phase is where our commitment to quality truly materialises. Our construction practices are guided by industry best practices and strict quality control measures. We ensure that all construction activities are performed according to established procedures and standards, with regular monitoring and inspections to verify compliance with design specifications and quality benchmarks. Our skilled workforce and reliable subcontractors and suppliers work cohesively to execute projects efficiently and effectively, maintaining the highest standards of craftsmanship and safety.

Deliver.

Delivering a completed project that meets or exceeds client expectations is the culmination of our quality management efforts. Our delivery process includes comprehensive final inspections and quality assurance checks to ensure all aspects of the project align with the agreed-upon design and specifications. We maintain clear and open communication with clients throughout the project lifecycle, providing regular updates and promptly addressing concerns. Post-project evaluations and feedback are integral to our continuous improvement process, helping us to refine our practices and enhance client satisfaction.

Quality Management Principles**1. Client Focus:**

- Engage with clients to understand their needs and expectations.
- Maintain clear and open communication throughout the project lifecycle.
- Regularly seek feedback and act upon it to improve client satisfaction.

2. Leadership:

- Lead by example, demonstrating a commitment to quality in all activities.
- Ensure that quality objectives are established and met at all levels of the organisation.
- Promote a culture of accountability and ownership among employees.

3. Employee Involvement:

- Encourage and support employee involvement in quality management initiatives.
- Recognize and reward contributions to quality improvement.
- Provide resources and training to empower employees to perform their duties effectively.

4. Process Approach:

- Adopt a process-based approach to project management and delivery.
- Identify, document, and standardise key processes to ensure consistency and efficiency.
- Monitor and measure process performance to identify opportunities for improvement.

5. Continuous Improvement:

- Implement a systematic approach to identifying, analysing, and addressing areas for improvement.
- Use feedback from clients, employees, and stakeholders to drive improvements.
- Regularly review and update quality management practices to reflect best practices and industry standards.

Quality Management Procedures

1. Project Planning and Design:

- Conduct thorough needs assessments and feasibility studies for all projects.
- Develop detailed project plans and design specifications.
- Review and approve all design documents before the commencement of construction.

2. Construction and Execution:

- Follow established procedures and standards for all construction activities.
- Monitor and inspect work regularly to ensure specifications and quality standards compliance.
- Address and resolve any non-conformities promptly.

3. Supplier and Subcontractor Management:

- Select suppliers and subcontractors based on their ability to meet our quality standards.
- Establish clear expectations and performance criteria for all suppliers and subcontractors.
- Monitor and evaluate supplier and subcontractor performance regularly.

4. Documentation and Records:

- Maintain comprehensive and accurate records of all project activities.
- Ensure that all documentation is accessible and up-to-date.
- Use documentation to support decision-making and continuous improvement efforts.

5. Health and Safety:

- Prioritize the health and safety of employees, subcontractors, and the public.
- Implement and enforce safety policies and procedures on all projects.
- Conduct regular safety audits and training sessions.

Responsibilities

- Management: Ensure the effective implementation of the Quality Management Policy and provide the necessary resources.
- Quality Assurance Team: Oversee quality management activities, conduct audits, and report on quality performance.
- Project Managers: Ensure project-specific quality plans are developed and adhered to.
- Employees and Subcontractors: Comply with quality management procedures and contribute to continuous improvement efforts.

Review and Continuous Improvement

This Quality Management Policy will be reviewed annually to ensure its continuing suitability, adequacy, and effectiveness. Changes to the policy will be communicated to all employees and stakeholders.

By adhering to this Quality Management Policy, Thornwood Design and Build commits to delivering excellence in construction and maintaining our reputation as a trusted and reliable partner in the industry.

Signed: Thomas Burton

Date: 1st April 2024



Position: Founder & Managing Director