

KEELAGHER OKEY KLEIN

Quality Policy Statement

INTRODUCTION

From this point forth our 'Quality Management system Manual' will be referred to as our 'Business Manual'. The principles and procedures to which this manual relates, are Keelagher Okey Klein Ltd's (hereinafter called the Practice) method of doing business. We wish to avoid quality being seen as an addendum to our business and see this as fundamental towards serving our client needs and business imperatives effectively.

QUALITY POLICY STATEMENT

Keelagher Okey Associates Limited (trading as Keelagher Okey Klein) is a Private Limited Company springing from the Pheasant Keelagher Partnership - a partnership formed in 1980.

We are a practice of Chartered Quantity Surveyors based in Warrington, providing services throughout the North West to public, private and contracting Clients as:-

- Chartered Quantity Surveyors
- Chartered Building Surveyors
- CDM Advisors / Health & Safety Advisors
- Principal Designers
- Project Managers
- Employers Agents
- Clerk of Works
- Consultancy & Training

Our Practice and its individual team members have been involved in building and civil engineering projects in this country and overseas ranging from Measured Term Contracts to projects valued up to £530 million, involving most of the traditional and the more innovative procurement routes including partnering and PFI.

We take pride in Quality Management and would state that:-

- The Quality Management Team of the Practice is committed towards the principles and requirements of Quality Management and its standards.
- We strive to be perceived by our customers as a company whose services and support consistently exceed those of our competitors.
- We are working to build a company that is regarded by its employees as one they are proud to work for, that communicates with them, listens and responds appropriately, values and invests in them.
- We will continuously improve our services and processes using clearly defined methodologies.
- In the event that one of our customers has a problem with our service or actions, we will react immediately and decisively to overcome it. We actively encourage openness amongst our practice to ensure that any potential non-conformity can effectively be addressed at a

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systemic and fundamental level therefore improving our service reliability and company resilience.

- Wherever possible, we will do what we have agreed to do, keeping our customers informed of progress.
- We strive to be the preferred supplier for our services in our chosen fields.
- We aim to comply with the requirements of ISO 9001: 2008 and continually improve the effectiveness of the Quality Management System.
- Our processes and procedures are devised to drive these commitments and to achieve our stated quality objectives. Our quality objectives are cascaded to each department to engender a pragmatic and team-orientated approach towards their fulfilment. Our key objectives are documented and are formally reviewed for progress and relevance at least once every year by the Quality Management Team.
- Achieve, sustain, and improve the effectiveness of the Practice and the high quality of Professional Services provided by the Practice in order to ensure that all contractual requirements between the Practice and its Clients and the Practice's Quality Objectives are consistently achieved.
- Provide a documented assurance to Clients to demonstrate that the specified requirements shall be, are being, and have been achieved.
- Adapt to the changing environment, technological advances, and changing service requirements.
- Improve on a continuing basis all aspects of the Practice's service to Clients and to enhance Client Satisfaction.
- Accommodate changing Statutory & Regulatory requirements.
- Ensure that Quality Objectives are monitored, reviewed and amended on a regular basis.

To meet these objectives the Practice applies the Quality Management System outlined in this Quality Policy Manual which has been developed in accordance with the requirements of BS EN ISO 9001: 2008.

All personnel within the Practice and our consultants and subcontractors are made aware of this Quality Policy.

Compliance with the requirements of the detailed procedures developed in accordance with this Quality Policy Manual is mandatory for all personnel, consultants, and subcontractors

J.F. OKEY
(Director)