

# FARNCOMBE CONSTRUCTION

CIVIL ENGINEERS AND GROUNDWORK CONTRACTORS

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## Quality Assurance Policy for Farncombe Smith 1990 T/A Farncombe Construction

**Farncombe Smith 1990 LTD** is dedicated to providing the highest quality service possible. We strive to complete this through the implementation of training and information.

In order to achieve quality a good understanding of the clients requirements is needed. With the knowledge and the application of appropriate processes and techniques the quality can be achieved.

**Farncombe Smith 1990 LTD** shall appoint a competent person to offer support and guidance in order that operatives comply with this policy. We will provide the correct training, information and supervision in order to ensure operatives complete their duties correctly.

Management staff shall take responsibility for communicating and publicising relevant information and objectives in relation to quality output.

Monitoring and review of this policy will ensure that the standards of quality strived to reach are achieved and potentially surpassed. The quality assurance policy will also be monitored and amended if required.

To meet our commitments, we will;

- Ensure compliance with legal, statutory and regulatory requirements.
- Gain an understanding of the client's needs.
- Ensure customer requirements are met, exceeded and enhanced.
- Provide training and information to employees about quality.
- The use of reputable suppliers for the provision of materials and services.
- The acceptance of only conforming products from these suppliers.
- Emphasise focus on constant improvement.

Signed: *R. Farncombe-Smith*

Date: 1<sup>st</sup> July 2020

**Rod Farncombe-Smith**  
**Director**