

## FINDLAY GROUP

### QUALITY ASSURANCE POLICY

**This statement concerning quality assurance sets out the aims and objectives of Findlay Group, in pursuing and maintaining a quality assurance service for our client base.**

The business purpose of Findlay group relates to:

The supply and erection of all roofing types, cladding and glazing products,

Strip out and refurbishment project

Asbestos removal and refurbishment services and extreme access

*The Group Document System comprises of the following:*

Initial tender, client order, processing and planning.

Client liaison relating to BoQ's, drawings and site measurement when required.

Material take off and controlled purchasing system.

Material handling, plant and resources for site allocation, operative and staffing logistics.

Problem solving and corrective action in the event of variation to contracts including:

Client liaison and acceptance by them for agreed documented procedures

Variations from main scope of initial works, identified and resolved.

Document and data control, including site files method statements and risk assessments either adapted to suite main contractor/client health & safety requirements.

Generic site specific method statement to be produced before the commencement of any project.

Operative product knowledge & training.

Tender/Quotation/Estimate's are completed by Findlay Group to a customer to satisfy their requirements and any awarded contracts that are agreed between the company and the customer should be transmitted by any means that is suitable to client requirements.

It is the policy of the company management to provide a reliable and efficient service to its customers, whilst conforming to the company's long term objectives and requisite statutory and safety regulations, while maintaining customer satisfaction at the highest economic level.

Although we have at this stage still working towards ISO9001 status, we still adhere to tender and contractual procedures and the contracts administration team ensure that a quality service is maintained at all times.

When dealing with client enquiries for requests to tender on projects, we also ensure that we deal with their requirements in all aspects of the project that fall within the scope of work provided by our company. Should we complete the tender procedure successfully and be appointed as the nominated subcontractor, before proceeding with the project our first priority is to establish whether we have the facilities and current available resources to comply with the project requirements.

In order to achieve this, the administration and contracts management team supports a fully integrated documented system which we hope to eventually be independently assessed by a third party and take us a step further to achieving ISO9001 status, but at this stage it is ultimately the responsibility of the administration and contracts team to ensure that the operation of our document system works effectively, with our Managing Director, Mr Geoff Findlay supervising all procedures and team members and leading the team forward..

The documented system we have devised hopefully ensures that Findlay Group can fulfil contractual obligations on behalf of our clients and that we are able to accommodate any additional procedures required pertaining to specific contract requirements of any of our clients and adhering to any quality procedures that are imposed on us by the client that are within our means and capability.

The Managing Director, Mr Geoff Findlay ensures that our procedures are communicated, understood and implemented at all levels throughout the Findlay Group, from our site operatives to our administration team and that should any corrective action be required then it is undertaken with immediate effect.

Should you require any further information concerning our document and administration procedures please contact our administration team and we will assist you in whatever way possible with your enquiry?

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Geoff Findlay  
Managing Director