



Quality Management Policy

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Quality Management Policy & Procedure

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Date	
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Document Change Control

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Policy Statement:

SOL SERVICES Ltd are a Main Contractor who specialise in Mechanical & Electrical Installations, Fit Out, Alteration, Refurbishments, Construction and New Build projects across private, government, public, education, commercial, residential and leisure sectors. We provide the following services on a UK-wide and European basis and have provided a high level of service to various clients for over 15 years comprising;

- Turnkey – Design & Build Packages
- Bespoke ‘One Off’ Special Projects
- New Build Construction & Extension of Car Showrooms
- New Build Construction & Extension of Warehouses
- New Build Construction & Extension of Chilled Warehouses
- High Security Installations
- General Office Fit Outs & Refurbishments
- Structural & Architectural Steelwork Installations and Alterations
- Mechanical and Electrical Installations – Industrial & Commercial
- Ventilation, Air conditioning and Heating Including BMS Systems
- Mezzanine floors
- Groundworks & Civils
- New Car Parks
- Facilities Management
- General Extensions
- Remedial Works
- Redecoration Works
- Commercial Bathrooms Installations
- Residential New Build & Extensions
- Historic & Heritage Listed Buildings
- High security sites
- Probation centres
- Dilapidated Building Repairs

We remain committed to maintaining a reputation for excellence in the construction industry by ensuring all staff/ambassadors uphold our high standards throughout the construction process. Our objective is to deliver all manner of constructions projects to the highest industry standards, on time, on budget and to Client specifications and requirements, compliant with prevailing legislation and within agreed service levels where applicable. To achieve this, the company operates to stringent quality procedures. We are committed to continuous improvement and have established effective & communicated procedures & processes which provides a framework for measuring and improving our performance.

Although SOL Services Ltd. does not currently hold an ISO or equivalent quality accreditation, we do meet all applicable statutory regulations and maintain an effective Quality Management System supported and operated by all members of the staff in order to achieve the specified objectives. It is the Company’s intention to continually strive for improvement in line with the principles of this policy and objectives set against the said principles. SOL Services’ approach to quality is based on four fundamental principles.



1. Conforming to requirements, having identified very carefully the needs of our clients and our own systems
2. A system that focuses on identifying potential risks/errors in our systems, processes and documentation; and putting in place the necessary preventative actions/contingencies to ensure continuing compliance with legislation and best practice.
3. Ensuring quality of service provision is based on the principle of everyone understanding how to do their job to the standard required and doing it right first time.
4. A 360-degree service review process that encourages and uses feedback from our staff, our Clients and our Candidates to continuously improve our service and provide recognition where appropriate for a job well done.

These principles are attained by:

- Providing dedicated Project Managers who are experts in their specialist market.
- Treating every new construction project as a priority and ensuring that our clients need only a single point of contact throughout the project lifecycle.
- Regular gathering and monitoring of Client and Sub Contractor feedback, including complaints, via a formal complaint's procedure.
- Training of staff through in-house training programmes and in conjunction with carefully selected external providers.
- Regular management reviews with all staff, including support staff.
- Clear internal communication through a streamlined management reporting structure.
- An annual, thorough internal and external audit programme.
- Awareness and training as appropriate in relevant changes to construction legislation which affect the delivery of our services.

To ensure that our approach to quality is successfully implemented, staff will be responsible for identifying Client and Sub Contractor / Supplier requirements and to ensure that correct procedures are adhered to in order to meet those requirements. The company's Management Team is responsible for maintaining quality standards through conducting regular performance reviews / appraisals and providing training in line with staff needs. The company's Management Team will also support processes that make it as easy as possible for all stakeholders to make complaints, provide feedback, make constructive suggestions, and recognise good service.

Targets / objectives to ensure that quality requirements are met, and that continual improvement is achieved will be set, determined, and monitored by the General Manager.

The quality principles and related targets/objectives will be communicated to staff through day-to-day management, formal monthly review meetings and annual appraisals. Training will also be an integral part of the strategy to achieve quality policy objectives.



Scope of the Quality Policy

This policy applies to all aspects of the company's processes. All employees are required to comply with this policy when conducting day-to-day operational processes.

Professional Memberships

SOL SERVICES Ltd holds the following professional memberships and operates according to all of their relevant codes, practices and standards:

- Considerate Constructors Scheme
- CHAS (CDM 2015)
- Constructionline (Gold Member)
- Alcumus Safe Contractor
- NICEIC (IEE Wiring Regulations)

Quality Assurance

SOL SERVICES Ltd is committed to:

- Developing effective and compliant processes and procedures.
- Measuring and continually improving processes and procedures.
- Enhancing Client and Candidate satisfaction.

Authority & Responsibilities

The General Manager is ultimately responsible for quality, but all employees are expected to be responsible for the quality of the service within their direct responsibility.

Company Policies & Processes

A key element of the company's Quality Management System is the requirement to comply with our documented company policies and procedures which should be endorsed:

- Business Continuity Policy & Disaster Recovery Plan
- Complaints & Escalation Procedure
- Health & Safety Policy
- Equality & Diversity Policy
- Modern Slavery and Human Trafficking Policy
- Anti-Bribery Policy
- Telephone, Internet & Email Policy
- Grievance & Disciplinary Procedure
- Whistle Blowing Policy
- BIM Policy
- Environmental & Sustainability Policy
- Environmental Complaints Procedure
- Recruitment Policy



Minimum Operational Standards

As a minimum, SOL SERVICES Ltd will operate to the following standards:

- New enquiries will be taken by a suitably trained Estimator using our standard pro-forma to ensure that all relevant information is gathered.
- We will provide our terms of business and clearly specify our fees prior to commencing works on site with a new Client.
- Agree communication channels and timescales for each construction project with the Client and adhere to these.
- Ensure all Clients / Sub Contractors / Suppliers are aware of their statutory rights prior to and, no further than, at the point transaction.
- Ensure that all construction project information is taken correctly and stored/archived for the appropriate minimum amount of time and that copies are made available to the Client upon request.
- Inform the Client of any changes to the proposed programme duration initially assigned in line with legal contracts in place, but generally to aim for within 24hrs.
- Ensure all new employees complete the standard company induction training (including training on company policies and procedures) within 4 weeks of commencing their role with SOL SERVICES Ltd.
- Provide regular staff training and development via STEP approved training providers, internal workshops and the company's appraisal system.
- Ensure all staff / ambassadors adhere to other relevant legislation and regulations.
- Remain up to date with current legislation and communicate legislative and regulatory changes to staff via work-based seminars.
- Maintenance of all contractual and procurement processes in line with current legislation and best practice.
- Ensure payments are made in line with the prompt payment code (PPC) and that we encourage Clients, Suppliers & Sub Contractors to adopt the same approach where possible.
- To meet the minimum requirements of any Client agreed SLA.

Management Reviews & Internal Audits

The General Manager conducts two internal quality audits per annum. The internal audits ensure that SOL SERVICES Ltd. management and staff:

- Adhere to company, legislative, regulatory and Client specific procedures.
- Maximise the effectiveness of service delivered to Clients and Candidates.

Internal audit documents will clearly identify the content of the audit and how the results will be determined and monitored. Further to the completion of the audit, the audit report will be issued, complete with any corrective actions that are required. It is imperative that the corrective actions are completed within the agreed timescale. The outcomes of audits together with any corrective action will be shared with staff to support continuous improvement and compliance.

All internal audits will be documented, and relevant audit documentation will be available for inspection by an authorised representative of SOL SERVICES Ltd. Clients. All audit reports will be kept in the Company audit file.



In addition to the above, themed, and spot check audits will take place intermittently throughout the year and these will focus on the specific areas of the operation.

The General Manager has the overall accountability for quality and the audit process and will be responsible for reporting results to the board of directors.

Client Reviews & Feedback

Levels of Client satisfaction will be monitored and reviewed on a quarterly basis in order to identify trends and opportunities for continuous improvement. Client satisfaction will be measured using the following processes:

- First day calls made to the Client on the first day of every construction project / maintenance job and on the start date of each subsequent works phase to ensure our Site Managers or Maintenance Engineers have arrived punctually.
- End of week calls made to the Client at the end of the first week of the construction project and end of the first day of a maintenance job to confirm performance is meeting the Client's expectations. These calls also enable SOL Services Ltd. to identify and resolve any issues at an early stage.
- Ongoing communication with the Client to confirm that performance continues to meet the anticipated standards.
- End of construction project calls to ensure that all works were carried out satisfactorily to the required standards and that they have been fully completed.
- Formal snagging / defects review meetings are scheduled at a frequency to be agreed with the Client that aligns with the contracts being used.

The above calls / visits will be logged on the company's bespoke database and feedback obtained from this process will be recorded and reviewed on a quarterly basis in order to support continuous improvement.

Staff Feedback

SOL Services Ltd will ensure that all staff are involved in the process of evaluation and planning for improvements based upon feedback from questionnaires, reviews, monitoring, complaints and/or comments. Staff feedback will be secured through:

- Weekly staff meeting to review the preceding week's performance and share any relevant information and updates, also to review workflow versus staff capacity in terms of new enquiries, financial interim applications, and the like.
- Monthly review meetings with Line Managers which will follow an agreed agenda including reviewing performance against set targets / objectives for the period, identifying any support required by staff members and setting targets / objectives for the forthcoming period.
- Formal annual appraisals designed to provide an objective view of performance. These will include discussion with the staff member regarding training needs and agreeing measurable targets / objectives for the forthcoming year. Appraisals are a two-way process where staff are encouraged to share their views and identify the support and training that they require to achieve their targets and objectives as well as receiving feedback from Line Managers.

The above review process is designed to support succession planning, talent management and career development.



Complaints Process

The bulk of service issues will be raised and dealt with operationally on a day-to-day basis, however there may be occasions when a particular issue needs to be raised and handled formally.

Formal complaints will be logged, recorded, and resolved using the formal complaints and escalation procedure.

The outcome of all formal complaints will be analysed and reviewed on a quarterly basis to identify any trends and to inform the company's continuous improvement process.

Communication of Quality Processes & Training

SOL Services Ltd is committed to providing relevant training to all staff to maximise their ability to undertake their assigned activities effectively.

On commencement of their job, new employees will undertake a full induction to the company and training that is specific to the requirements of their role. This induction will be organised and implemented by the Line Managers.

Ongoing training needs will be identified by the Line Managers through the company's review and appraisal process detailed previously, taking into account each individual's education, skills and experience. All staff training is evaluated and recorded in line with the company's training and development policy.

Training needs for the Directors of SOL Services Ltd will also be reviewed as required.

Review

Our quality policy including all associated company policies are reviewed annually.

This policy was adopted by the Board of Directors on the 14th January 2022



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