

QUALITY ASSURANCE SYSTEM MANUAL ISO 9001:2015

5.2 QUALITY POLICY

PRESERVING THE PAST, WHILST INNOVATING FOR THE FUTURE

Hodgson Sayers are a company steeped in history, with a firm focus on future sustainability. We operate throughout the country in a variety of sectors including public, education, health, energy & utilities. Utilising a range of traditional & modern techniques to preserve, maintain & enhance building structures, its fabric & composition.

We strive to provide a job well done which is compliant & affordable, but at the same time profitable ensuring continued sustainability, ultimately providing benefits for our stakeholders, the communities & environment in which we operate.

We are committed to ensuring the quality management principals below are adopted throughout the business to enhance customer satisfaction, promote continual improvement & add value to the business. To achieve our objectives, we have implemented a ISO9001:2015 Quality Management System which is certified by UKAS accredited body SGS United Kingdom. Hodgson Sayers are committed to satisfying the requirements of the standard, focusing on the following elements to realise our vision.

Customer Focus

Customer focus must be at the heart of everything we do, operating with honesty, decency & integrity are our core values. We must strive to ensure we consistently meet our customer's needs, with an aim to exceed their expectations. Providing customer service excellence, maintaining satisfaction & providing value for money, to safeguard our customer base, increase market share & continue to be sustainable.

Leadership

Our senior management team are committed to the Quality Management Principals, working to direct & support the organisation by establishing reportable objectives & targets. Actively encouraging the communication, engagement & cooperation of all employees to help achieve these goals & promote continual improvements.

Engagement of People

People are at the heart of the business, their knowledge, understanding & the value they bring to the business should not be underestimated, which is why we believe in engaging, retaining & developing appropriate & competent resources, who are not only required for the effective operation of the management system but also become the characters & contributors who help to make the business a success. We believe in treating all people with respect & in turn we expect them to be accountable & responsible for their actions.

Process Approach

To operate in a controlled & efficient manner we have defined planned processes & their interactions throughout the organisation to meet the requirements of ISO 9001:2015 standard & other customer specific requirements for the effective operation of the Quality Management System. This approach when aligned & operated should enable the achievement of objectives & increase efficiencies throughout the business by saving time, reducing costs & eliminating waste.

Improvement

Continuous improvement is critical to business success, to achieve continued success we must lead by example & be at the forefront of future developments to improve performance. Only by operating as a progressive & flexible business can we add value, react to change, adapt to new markets, create opportunity & provide our clients with innovative solutions.

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Evidence Based Decision Making

Without data, facts & evidence to analyse there is no justification or objectivity for decision making. Data recording, collection & retention is essential for analysis to measure performance, make informed decisions & improve efficiency.

Relationship Management

We believe in working in collaboration with our stakeholders, we can promote mutually beneficial relationships, providing economic solutions, improved performance & efficiencies.

This Quality Policy is reviewed at planned intervals & evaluated as part of the overall review of the Quality Management System to ensure it achieves its stated objectives.

As Managing Director I take responsibility for the approval of the quality management system described in the quality manual and supporting the implementation & communication of the policy.

SIGNED:- John Sayers (original signed by hand)

(John Sayers)
MANAGING DIRECTOR

DATED: 25th November 2024
NEXT REVIEW: 25th November 2025