

Quality Policy

Statement of Intent

Sir Robert McAlpine are committed to achieving a high level of Quality Management.

Central to our approach is our Build Sure philosophy which underpins how we define performance to achieve operational excellence. One of the key Build Sure pillars is “Quality” which incorporates our aim for zero defects.

We are committed to delivering quality across all our operations and seek to achieve this by driving positive attitudes and behaviours in our quality culture which is underpinned by leadership, collaborative ownership, and continuous improvement.

We will:

- Meet the requirements of BS 9001:2015
- Comply with relevant legislation and be early adopters of the Building Safety Bill
- Monitor targets and objectives to enhance performance and achieve zero defects
- Implement a Standard Framework for Competence and support employees via training and development
- Investigate non-conformances to prevent reoccurrence and actively learn from them
- Continually improve the effectiveness of quality management by engaging with our people, supply chain and customers
- Implement mechanisms that encourage best practice, drive innovation, and improve and embed learning across the business
- Conduct regular internal audits and management reviews to obtain feedback on performance from stakeholders, including our customers, supply chain and employees

We expect:

- The highest levels of Quality Management and compliance from all employees and supply chain partners
- Lessons and best practice to be shared to drive continuous improvement
- Active engagement in our company strategy and objectives
- A commitment amongst all employees and suppliers to provide the service delivery and workmanship required by our customers
- Project Management and Supervisory Teams have responsibilities for the implementation of the policy and must ensure that Quality issues are given adequate consideration by all employees and subcontractors for all works

This policy statement will be communicated to all SRM employees and supply chain partners.



Paul Hamer
Chief Executive

October 2020