



Quality Policy

Purpose and Scope

This is the Quality Policy for **Jessup Brothers Limited**. It is owned by the Managing Director (MD) and sets out our commitment to Quality Management across all areas of our operations.

We describe specific responsibilities for people in their job descriptions and general quality standards are set out in the Management System Handbook.

Our Commitment

- We take our responsibility to manage Quality very seriously.
- We see continual improvement as a business requirement and part of the culture of Jessup Brothers Limited.
- We are committed to the requirements of **ISO 9001:2015**
- We are committed to meeting customer expectations and to deliver on time, with the highest quality.
- We measure our continual improvement against specific Quality KPI's.

Responsibilities

The MD is ultimately responsible for Quality in Jessup Brothers Limited and is supported by the members of the Company leadership team.

The management of Quality is everyone's responsibility within the business.

The Managing Director and the Senior Managers within the business provide competent advice and training to all staff in order they can meet their compliance obligations.

Our Approach

- We have a Quality Management System that is certified to the ISO 9001 standard which is integrated with our Health, safety & Environmental Policy where practicable.
- We use a risk-based approach to address the requirements of the business both internally and externally.
- We operate a plan-do-check-act methodology to ensure all areas of the business are appropriately resourced and managed and that opportunities for improvement are actioned.
- We give our people the right information, advice, training so they know their responsibilities and are competent to work and we hold everyone accountable for their behaviour.
- We have open channels of communication to encourage employees to contribute to improvements in our Quality performance.
- We use plans and objectives to improve our performance.
- We review this policy every year or when there are significant changes to the business.



Quality Policy

Key Focus Areas for 2020 – 2021

KPI's

- The Company will drive KPI performance and understanding through employee training and targets.
- Achieving of KPI targets are a key quality measure for all employees. KPI's enable definitive performance measurement of Company performance in relation to Client expectations.
- KPI compliance is key to maintaining a positive Client relationship.

Health, Safety & Environmental

- Health, Safety & Environmental performance is fundamental to good business.
- Maintenance and management of Health, Safety & Environmental standards are key to maintaining positive employee, contractor and Client relations.
- Its is incumbent on all employees to drive a positive Health, Safety & Environmental culture across the business.
- As a minimum the Company will provide suitable and sufficient training to enable all employees meet statutory obligations in relation to Health, Safety & Environmental performance.

Programme

- The Company and its staff will drive project program adherence through effective and proactive management of Contractors and suppliers.
- Maintenance of project program for delivery is a key Quality indicator and essential for Client confidence and budgetary control.

ISO 9001:2015

- Maintenance of the Company ISO 9001:2015 Certification is a key requirement in maintaining the Quality Management System.
- All staff are key in ensuring compliance with the Quality Management System.
- The Company will provide suitable and sufficient training in the Quality Management System to staff to enable them to fulfil their duties.

We will provide sufficient resources to implement this policy in full.

Peter Butler
Managing Director