



**C•E•P** DEMOLITIONS LTD  
COMPETENT - EXPERIENCED - PROFESSIONAL

# Quality Policy

July 2015

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## **1. INTRODUCTION**

CEP Demolitions Ltd (the Company) was founded in 1983 and is aimed at satisfying the requirements for demolition, emergency demolition, asbestos removal, façade retention, excavation, site clearance and recycling.

The Company recognise the need to provide the client a service that conforms to all aspects of excellent workmanship standards, safety standards, environmental performance and contractually specified requirements.

The Company values its clients and is committed to providing an exceptional service, which complies with their stated policies, requirements and principals. CEP Demolitions Ltd has an excellent and demonstrable reputation for producing high quality work and for managing projects safely with minimal disturbance to others. This has attracted complimentary testimonials from a wide range of clients.

Customer satisfaction can be measured through timely project completion and again we have an excellent and demonstrable record for completing projects within agreed timescales, and in many cases ahead of time where acceleration has been required.

## **2. QUALITY ETHOS**

Quality management is of vital importance to CEP Demolitions Ltd. Our ethos is to be committed to achieving high quality and consistency in the management of all our business through a systematic and disciplined approach by management and all employees in their activities associated with the internationally recognised managed system.

## **3. CERTIFICATION – BS EN ISO 9001:2008**

CEP Demolitions Ltd is ISO 9001: 2008 accredited. The Company has made a commitment to continually improve the Quality Management System by carrying out monthly audits and improving policies, procedures and practices in line with relevant legislation and good practice.



#### **4. CERTIFICATION – BS EN ISO 14001:2004**

CEP Demolitions Ltd is ISO 14001:2004 accredited. This accreditation comes with an increase in environmental awareness and training. Again like the ISO 9991:2008 accreditation the Company carries out monthly audits of this quality management system in order to improve policies, procedures and practices in line with relevant legislation and good practice.

#### **5. MANAGEMENT RESPONSIBILITY**

The management of CEP Demolitions Ltd continually endeavours to provide and maintain an exceptional service to its clients. Ensuring that quality management is continually reviewed the Management Team meet on a quarterly basis to discuss: -

- An overview of the quality management systems
- Quality audit review and improvements made
- Non-conformance reports (if applicable)
- Suppliers
- Training

A minute of the meeting is produced.

#### **6. STAFF RESPONSIBILITY**

It is imperative that all employees have clear and unambiguous roles and responsibilities and are well trained, which ensure that the day-to-day operation of the Company is carried out in an efficient manner. During the induction process and ongoing training the importance of quality is emphasised.

A copy of the Quality Policy is displayed in the office reception area.

Copies of the minutes of Management Reviews, or extracts, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.



## 7. AUDITS

The Company performance is monitored with respect to continual improvement of the Quality Management System by monthly internal audits and any corrective actions implemented on a timely basis to ensure the continued effectiveness of the system.

In addition an annual external audit is completed by a representative from Certified Quality Systems.

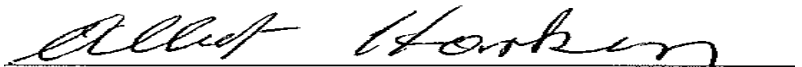
## 8. CONTINUAL IMPROVEMENT

Our success in quality will be measurable and we will look to establish performance standards against which we can monitor our progress to identify future actions to go into our improvement programme.

## 9. POLICY REVIEW

This policy will be reviewed on an annual basis or earlier should an improvement be identified during a monthly audit. Policy reviews will be approved by the Management Team.

**This policy statement has been approved and authorised by:**

<b>Name:</b>	Albert Harkess
<b>Position:</b>	Managing Director
<b>Signature:</b>	
<b>Date Approved:</b>	July 2015
<b>Policy Review Date:</b>	July 2016