

# ISO 9001:2015 Quality Assurance

Scope: Project management, including design services, of the interior refurbishment and fitting out of commercial buildings.

The following requirements cannot be applied to any of the processes within the scope of the Open Contracts Ltd quality management system:

Clause 8.5.1 f No special processes that require the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;

Sub Clause 7.1.5.2 No test/measuring equipment used by the Company. All tests are carried out by approved sub-contractors who are expected to have the necessary fully calibrated test equipment.

## Quality Assurance Policy Statement

It is the policy of the Company to fully satisfy our clients' requirements every time. We believe that by providing our clients with a first-class service and consistently high quality our business will succeed and grow. To ensure that we can deliver our objectives we are committed to maintaining accreditation to ISO 9001:2015. We target continual improvement against specific, measurable, achievable, realistic and time specific objectives and we analyse customer feedback.

We aim to comply with all regulatory, statutory and applicable requirements and to keep up to date with our knowledge of those that relate to our business. We will be regularly assessed and audited by SGS to ensure that we continue to achieve our QA standards.

All employees will adhere to our QA Management System, which will be regularly reviewed and updated as necessary. Changes will be communicated to all employees. The Director will ensure that sufficient resources are made available to achieve this commitment to QA. All employees have read the Quality Scope and Context and relevant processes, and understand the commitment required. A programme to train new employees is included in our induction and a record is maintained.

We keep this policy under regular review; it was last updated in June 2021.

**Signed:**

**Date: 24<sup>th</sup> January 2023**



**Peter Smith, Managing Director**

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that work for people**

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