



Quality Policy Statement

Thomas Armstrong (Construction) Ltd. is committed to quality and continuous improvement and learning for the provision of its construction service, ensuring the business management system meets the requirements of ISO 9001:2015. The Company is continually striving for excellence by developing and maintaining technological and organisational competencies and ensuring processes deliver products and services which delight the customer and satisfy all other stakeholders in the Company.

By establishing objectives and targets and measuring performance by the gathering and analysing of data and records enables the Company to make informed decisions to continually improve performance. It is the Company's Business Management System that creates the transparency and cohesion required to focus efforts on business priorities and satisfy customer requirements.

The "Plan, Do, Check, Act" cycle provides the structure for improvements and accelerating learning and enables quality objectives and processes to be reviewed for effectiveness and efficiency and meeting the needs of the customer.

All employees understand the requirement of this Quality Policy and are committed to delivering to the customer a quality product by abiding by the Business Manual system and processes and are actively encouraged to participate in identifying process improvements.

The retention of BS EN ISO 9001:2015, and compliance with legal and other regulatory legislation is an absolute minimum requirement of the Company.

Signed: *D. Atkinson*
Managing Director

Dated: 27th October 2017
Reviewed: 26th October 2020

