

Quality Management Policy Statement

McTaggart Construction Ltd are committed to delivering a successful and high quality, professional, all-trades construction service to our clients in the social & private housing, healthcare, commercial and education sectors throughout Scotland.

Our Company's Core Values define our approach to Quality Management and Continuing Improvements. This approach to Customer Service & Excellence is understood and embraced by our Pre-Development team, Site Management, back office support staff, skilled workforce and tradesmen.

We put our Clients first and build our unique reputation by working together with their design teams to deliver the highest standards of construction for our clients and their customers.

Our staff and employees at all levels are empowered to drive change and improvements within our business. This commitment is actively encouraged by the Directors.

By meeting regularly with all departments and aspects of our business we adopt quality and seek improvement in all our strategic and operational thinking. Feedback, Interaction, Expression of Ideas and positive Communication are at the heart of our Quality Management Meetings, Target setting, Systems of Work and ongoing Improvements.

McTaggart Construction Ltd have achieved **ISO 9001:2015** and are committed to continuing compliance with the requirements of this Standard. We will :

- Improve on a Consistently High Quality service to our Clients and their customers
- Deliver Successful Construction Projects on Time and within Budget
- Reduce and Minimise Waste in all our Business Activity
- Be a Fair Employer where Training & Development is Supported
- Set compliance as a minimum with all applicable statutory and regulatory requirements.
- Regularly Review and Implement Positive Changes to our Documented Work Practices
- Combine Clear Thinking and a Common Sense Approach to Problem Resolution
- Take Personal Responsibility for Quality of Work at all levels within the Company

These commitments ensure everyone in McTaggart Construction Ltd is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations. Our objective is 100% customer satisfaction 100% of the time.

Signed:



Janice Russell

Managing Director

28th February 2023

Management of the Quality Policy

Documented Work Practices

Contracts & Site Management Activity

Site Administration Manual & Guidance
Quality Inspection Sheets for all Key Stage Activities
Substructure, Superstructure, Internals 1st & 2nd Fix, PrePaint Snagging, Snagging
Health & Safety Administration Manual & Reporting
Health & Safety Internal Audit Reporting
Site Waste Management Plans & Monthly Reporting
Monthly Contractor Reports in standard format provided to Clients and their Design Teams
Detailed Take Offs, Buying, Material Requisition Process
Quality Management Policy

Quantity Surveying Activity

Monthly Cost Value and Cash Flow Reporting
Monthly Project Team Reporting to Directors (QS, CMgr, SMgr)

Human Resources

Performance Management System (Appraisals) User Guides for Employees and Line Managers
Human Resources Guidance Manual & Policies
Investors in People Communications Working Group
Web Site & Marketing Info Updates

Accounts, IT & Administration

Weekly and Monthly Accounts & Integrated Admin Procedures
e-Distribution of Drawings
e-Scanning and Document Control software System of all Accounts & Admin Activity
Integrated IT system for all Sites and Office

Director & Senior Management Team

Business Development Plan & Strategy
Management Accounting & Business Performance Reviews
Annual IIP & Quality Management Overview
Bi-Monthly Department Meetings
Monthly Internal Safety, Health, Environment & Quality Reviews