**Quality Policy & Objectives**

**Impact Formwork & Civils Limited’s** quality policy is to achieve sustained, profitable growth byproviding services which consistently satisfy our customer’s expectations

**Impact Formwork & Civils Limited** is committed to providing quality services and products for allof its projects regardless of the nature or size and to meeting the needs of all its customers by continually enhancing, reviewing & continually improving our quality systems with the intention of providing our clients with the quality of service they expect from a professional organisation.

With this in mind, it is our policy to work towards the realisation of the following objectives:

* To provide a professional service & to be recognised by our clients as a professional organisation providing a quality service.
* To achieve total client satisfaction measured using pre-determined KPI’s.
* Develop and maintain a culture that is self-critical, honest, and transparent.
* Maintain an adequately resourced Quality Assurance system that enables us to evaluate our strengths and weaknesses accurately and to respond to them accordingly.

The business will:

* Communicate and implement the quality policy, Management systems and procedures at all levels within the organisation.
* Review our Quality Management system through an effective internal audit and management review process.
* Ensure that adequate resources are available on each and every project to ensure the above is achieved
* reviewed the quality statement on an annual basis

The Company believes strongly that responsibility for quality assurance lies closest to the point of service delivery - Therefore all personnel are responsible for ensuring compliance with the requirements of the Quality System which will be formally monitored by all members of Management and Supervision.

Signed:

**Kelly Birley – Director**