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Prepared by	Pam Rayat		
First Publication Date	Dec 2018		
Approved by		Position	Director
Date Approved	Dec 2018		
Review Period	This policy will be reviewed annually or as required in coherence to Government guidelines and employment legislation.		
Next Review Date	Please refer to review table below		
Target Audience	All Ashfield Group Employees		
Related Policies & Documents	All Company Policies and Procedures		
References	All Company Policies and Procedures		
Equal Opportunities Statement	The Company are committed to equal opportunities in employment and service delivery. The policies and practises of the company aim to promote an environment that is free from all forms of unlawful or unfair discrimination and values the diversity of all people.		
Contact Details (for further information)	Pam Rayat Office & HR Manager & HSE Advisor Ashfield Projects (Yorkshire) Ltd Sandown House, Sandbeck Way, Wetherby, LS22 7DN DD: 0113 323 9656 Mob: 07821 974 999 E: prayat@ashfieldgroup.co.uk		
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Version History

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Version	Revision	Reason for Revision	Date	Author	Approved By
1	00	Created Policy	Dec 2018		
1	01	Updated with new Co Logo and contact details	May 2022		

Review History

Version	Revision	Review Date	Reviewed By	Date Reviewed	Next Review Date
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The Organisation

Ashfield Group is a specialist Principal Contractor with a record of fast track, innovative and sustainable delivery solutions. We have earned a reputation for quality and reliability backed up by long-term relationships with many clients and consultants. Our teams have developed specialist skills and expertise across the residential, commercial, industrial, leisure and infrastructure sectors.

Over the last 20 years, Ashfield Group has grown into one of the most successful privately-owned SME construction groups in the Yorkshire region. Over the time we have honed our skills regarding efficiencies, competitive tender returns, and comprehensive cost quotations.

We are skilled in all major building projects from property alteration, major extension and comprehensive refurbishments, new builds, commercial building renovations, office and apartment conversions and industrial unit construction.

In line with our Company Purpose, Vision & Values we are dedicated to maintaining the highest standards in all our activities.

Objectives

With our People we will:

- Ensure that Quality, Customer Focus, and the importance of implementing the Company policies and procedures are integral to our working practices.
- Include quality and customer focus in the development and training of all employees to enable us to meet our quality obligations and exceed customer expectations.
- Communicate the results of Management Reviews, audits, customer feedback and performance against targets and objectives through regular briefings.
- Capture good practice and good ideas.
- Promote a no blame culture and aim for Zero defects.

With our Customers we will:

- Seek our customers' opinion of our performance and our quality culture and act upon the feedback that we receive.
- Communicate with our customers on the actions taken.

With our Supply Chain we will:

- Establish the controls required for test and inspection before work commences.
- Reduce risks to quality by developing mutually beneficial long term supply chain agreements with selected suppliers.
- Promote the culture of 'do it right, do it once' and aim for zero defects.
- Recognise those who consistently produce quality products, deliver a quality service, and contribute towards our targets and objectives.
- Monitor the performance of our supply chain and actively seek to improve deficiencies.

On our Projects we will:

- Always be customer focused.
- Establish the controls required for test and inspection before work commences.
- Control documents to prevent the use of out-of-date information.
- Identify Time, Cost and Quality as high priority on every project.
- Feedback ideas and innovations that might reduce wastage or increase value.

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To assist in the achievement of this we will:

- Adopt ISO 9001:2018 scope as a minimum standard.
- Carry out audits of systems and processes to establish the level of compliance with requirements.
- Undertake reviews of effectiveness of actions taken to correct or prevent non-conformances undertake regular reviews of the adequacy and effectiveness of our Quality System.
- Establish a framework for analysis of data and manage continual improvement opportunities. Establish quality objectives to meet our policy commitments above.

Resources to Control the Quality of the Works

Ashfield has developed a Quality Management System that is recognised and in line with the standard of quality ISO 9001:2015 and the company is working towards gaining certified accreditation.

Over the years we have cultivated and built a loyal supply chain of subcontractors and suppliers. All members of our supply chain are required to go through a thorough onboarding process whereby we check that all relevant insurance and accreditations are up to date and that all required health and safety policies, insurances, procedures, and RAMS are in place. We ensure they are up to speed with all legal and safe working requirements, but also Ashfield's high standards too.

The company places high emphasis on continually improving its processes and products to exceed the requirements of customers. Ashfield adopts the culture of continuous improvement with the aim of:

- Continually adding value to processes and all aspects of the business.
- Providing high quality products and service to fully satisfy customer requirements.
- To deliver and install correct, defect free products to our customers on time and within budget.

Team Members Responsible for Quality Control

Team member responsibilities and quality work at Ashfield run to the very depths of our company culture. This process begins with new hires, where we have developed an interview process in conjunction with a professional HR consultant, through to rigorous training and monthly audit meeting with our Contracts Managers who monitor on site quality control at every level and ends at the very top of the organisation where our directors have adopted quality control measures designed to make sure the company is continually operating to the high standards of its customers.

Our hiring process identifies and qualifies only the highest skilled tradesman. We then work to cultivate these new hires and teach them about the exact procedures that we wish them to work to, which includes our very high stand of quality work. Below we have summarised the team members responsible for our quality control, together with a brief description of their qualifications and duties.

Number of team members ultimately responsible for Quality Control and Assurance: 3

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Joel Ramsden

Ashfield Projects (Yorkshire) Ltd – Director & Head of Business Development

- An accomplished entrepreneur with over 20 years of experience.
- Founded and successfully built and sold several businesses in the past.
- Proficient in all areas relating to market analysis, team management, negotiating financial agreements, management of financial accounts and the development of operating and logistics systems.
- Responsible for all aspects of quality control and assurance, including subcontractor selection, resource allocation, team training and certifications, management and upkeep of the company’s accreditations and the general day to day operations of the company.

Chrissi Quinlan

Ashfield Projects (Yorkshire) Ltd – Director & Finance Manger

- An accomplished executive and now Finance Manager with over 20 years of experience.
- Proven record of accomplishment of office and financial accounts management and maintaining excellent relationships with existing clients, ensuring a high level of repeat business.

Pam Rayat

Ashfield Projects (Yorkshire) Ltd – Office & HR Manger and HSE Advisor

- An accomplished Office Manager with over 30 years of experience.
- Proven record of accomplishment of office management and maintaining excellent relationships with existing clients, ensuring a high level of repeat business.
- Proficient in all areas relating to the planning and management of quality assurance.
- Responsible for subcontractor and supply chain management, tasked with making sure that all supply chain members have up-to-date qualifications, accreditations and clean health and safety records on file always.
- Proficient in tender writing and bid submission acquisitions.
- CIPD & NEBOSH qualified.
- 15 years of experience in all aspects of employment rights, human resources, and recruitment.



Signed

Name

Brendon Quinlan - Chief Executive Officer

Company

Ashfield Projects (Yorkshire) Ltd

Date

04 Jan 2023

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