

### Introduction & Scope

Capital PCC strive to achieve high standards of quality throughout all aspects of our service provision with the mantra of exceeding expectations specifically in terms of reliability and overall company reputation.

The scope of our management system is defined as *'The provision of building, surveying, project management and architectural consultancy services'*

### Objectives & Targets

Management reviews provide the core framework for establishing objectives and targets with additional reviews being conducted as a result of other influences such as audits or feedback. Objectives shall be measurable and established throughout relevant functions of the business.

### Our Commitments

We are committed to the on-going operation of our quality management system which has been developed to satisfy the requirements, and be operated in accordance with the internal standard ISO 9001:2015. As a business we are committed to complying with the associated requirements by not only implementing the standard but utilising the framework as valuable tool within the business.

#### ***As a minimum we shall:***

- Assign adequate resources in order to maintain, and develop, the management system.
- Complying with relevant legal and other requirements.
- Continually improve the effectiveness of our management systems typically through the setting of formal objectives & targets.
- Develop positive, long-term working relationships with our customers and suppliers.
- Ensure our human resources have received sufficient training, awareness and communication for the role they undertake.
- Ensure independence within our auditing processes inclusive of formal assessments which shall be conducted via a UKAS approved assessment body.
- Maintain appropriate documentation and records to demonstrate compliance.
- Make this policy available to interested parties upon request.
- Measure, monitor and review performance of the business through the collection and analysis of data and management review processes.
- Understand our customer requirements with the aim of enhancing customer satisfaction.

### Approval & Review

This document has been approved by the Directors as shown by the signatures below and is subjected to continual review with additional reviews being undertaken as required i.e. as a result of a policy breach, feedback, internal/external audits, client/customer requirements and change in legislation. This process ensures the policy's continuing suitability, adequacy, and effectiveness.



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**Patrick Madigan**  
**DIRECTOR**  
12<sup>th</sup> April 2018



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**Richard O'Reilly**  
**DIRECTOR**  
12<sup>th</sup> April 2018