



Quality Policy Statement

Thomas Armstrong (Construction) Ltd. is committed to providing quality work to our customers and to the continuous improvement and learning for the provision of its construction service.

The Company is continually striving for excellence by developing and maintaining technological and organisational competencies and ensuring processes deliver outstanding products and services which delight the customer and satisfy all other stakeholders in the Company.

Thomas Armstrong ensures continual improvement through the setting of quality objectives and targets, by measuring performance and through the gathering and analysing of data and records.

Our quality commitments are:

- To work in partnership with our clients to understand and meet their needs and expectations.
- To continually review, implement and improve our procedures and processes to ensure effectiveness and efficiency.
- To establish a refreshed systems approach to managing our projects and wider business, utilising construction management software (Procore) for project planning and delivery.
- To encourage employees and supply chain to adopt best practice initiatives.
- To identify and adhere to client and statutory quality standards.
- To follow the PLAN, DO, CHECK, ACT principle as the structure for improvements.
- To establish a programme of audits and inspections to assess compliance, identify areas of improvement and analyse trends.
- To provide the resources necessary to meet contractual requirements.
- To seek feedback from our clients at the end of each completed project on the service and product delivered, to facilitate continuous improvement.

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

This policy is communicated to all employees, and the latest version is available to any interested parties via our website: www.thomasarmstrongconstruction.co.uk

This policy is reviewed annually and is authorised for issue by:

A handwritten signature in black ink that reads 'D. Atkinson'.

David Atkinson, Managing Director