MET Healthcare – Quality Control Document

Document Title: Quality Control Policy and Procedures

Document Owner: MET Healthcare Group

Version: 1.0

Date: 30/11/2024

Review Date: 03/12/2024

1. Introduction

This Quality Control Document outlines MET Healthcare's commitment to delivering high-quality services in accordance with the principles of ISO 9001:2015. As part of our ongoing efforts to achieve and maintain ISO 9001 certification, this document sets out the structure, responsibilities, and processes required to meet customer expectations and comply with applicable regulations.

2. Quality Policy Statement

MET Healthcare is committed to:

- \- Consistently delivering healthcare construction and engineering services that meet or exceed client expectations
- \- Continual improvement of processes through measurable objectives and regular review
- \- Compliance with all relevant statutory, regulatory, and contractual requirements
- \- Promoting a culture of quality, accountability, and continuous improvement across all levels of the organisation

This policy is communicated to all employees and reviewed annually by senior management.

3. Roles and Responsibilities

Managing Director / Quality Representative:

- \- Ensure implementation and oversight of the Quality Management System (QMS)
- \- Promote quality objectives and drive continuous improvement
- \- Conduct management reviews and ensure adequate resources

Project Managers:

- \- Implement quality control procedures on site
- \- Monitor compliance and report non-conformities
- \- Ensure subcontractors adhere to MET's quality standards

Site Supervisors:

- \- Conduct routine inspections and quality checks
- \- Maintain site quality records and ensure work is delivered as specified

All Employees:

- \- Comply with quality procedures and report defects or non-conformities
- \- Participate in quality training and improvement initiatives

4. Quality Control Procedures

Planning:

- - Quality requirements are identified at the start of each project
- - Specific inspection and test plans (ITPs) are developed based on scope

Procurement:

- - All materials and services procured must meet approved specifications
- - Approved supplier list is maintained and reviewed

Installation:

- - Works carried out in accordance with method statements and ITPs
- - First-off inspections conducted before proceeding to full installation
- - Ongoing checks throughout the installation phase

Testing and Commissioning:

- - Functional testing, snagging, and final quality inspections
- - Client sign-off and documentation handover

Non-Conformance Management:

- - Non-conformance reports (NCRs) raised for any deviation from specification
- - Root cause analysis conducted with corrective and preventive actions

Document Control:

- - All quality documents are controlled and stored securely
- - Obsolete versions are removed from circulation

5. Internal Audits

- - Regular internal audits to assess compliance and effectiveness of the QMS
- - Findings reported to senior management with action plans for any deficiencies

6. Training and Competence

- - Training needs are identified for all roles
- - Staff are provided with ongoing training in quality procedures and standards
- - Competence is reviewed annually during staff appraisals

7. Continual Improvement

- - Quality objectives reviewed at management meetings
- - Lessons learned captured and integrated into procedures
- - Feedback from clients, audits, and NCRs used to improve the QMS

8. Approval and Review

This Quality Control Document is reviewed annually or following any significant changes in the organisation, services, or external requirements.

Approved by:

Name: Graeme Irwin

Position: Director

Date: 03/12/2024