



**S J Walchester Ltd**  
**Demolition & Earthmoving**

## **Quality Policy & Arrangements**

**S J WALCHESTER LTD**

**Foxfield Works**

**Whitehurst Lane**

**Dilhorne**

**Stoke On Trent**

**ST10 2PG**

**31<sup>st</sup> May 2023**

**Prepared by**

**K WALCHESTER**

**Issue: 09**

<b>Date</b>	<b>Issue Number</b>	<b>Amendments</b>
03/06/2015	02	To insert issue number Update of front cover Insert amendments table
20/05/2016	03	To add info to mission statement
20/05/2016	03	Added info regarding the responsibilities of designated staff members.
27/09/2018	04	General Review of legislation & information
22/06/2019	05	
03/06/2021	06	General overview
09/03/2022	07	General overview
01/03/2023	08	General overview
31/05/2023	09	Quality System Reviews – Supplier questionnaire



# S J Walchester Ltd

## Demolition & Earthmoving

### **Quality Responsibilities**

Quality is everyone's responsibility. All employees and operatives have a legal and moral duty to ensure the safety of themselves and the safety of others. In addition, all employees and operatives have a personal responsibility for the quality of their work and to:

- Use only approved materials and construction procedures.
- Ensure that materials and equipment are in good condition.
- Prevent potential problems that may adversely affect safety or quality.
- Stop work if conditions are unsafe.

### **Supervisors have additional responsibilities to ensure that:**

- Employees and operatives are capable of performing assigned tasks.
- Work activities comply with approved practices.
- Only approved materials and equipment are used.
- Each job meets good workmanship practices and meets contract, code, regulatory, and quality assurance system requirements.

### **H&S Auditor responsibilities include all the above items plus:**

- Conducting job inspections and producing records that accurately record job activity.
- Taking action to correct non-conformances.
- Notifying the contractor of any unresolved non-conformances remaining at the completion of the job.

### **Our Mission**

Our company is committed to the quality workmanship, performance, and durability of the constructed product. We aim to meet or exceed our customers' expectations by continuously improving and updating the skills and resources needed to ensure:

- Quality Assurance system policies will be adhered to at all times
- Compliance with regulations, specifications, safety requirements and good workman-ship practices.
- Fulfilment of contract requirements in their entirety.
- All gangs will work under the direction of competent supervisors.
- All inspections will be performed by competent inspectors.
- Continual improvement toward the prevention of defects.



# S J Walchester Ltd

## Demolition & Earthmoving

We realize that Quality is the responsibility of all personnel, and therefore will promote a Quality Culture within the organization by means of sharing information, including personnel in decision making and delegating specific Quality Management functions, e.g. Quality System maintenance, to suitably skilled and competent persons.

Where deficiencies are found, related to the operation of the QMS, corrective and preventative action will be taken to ensure continual improvement of policies and procedures. The Quality system has the full commitment of Management.

## Quality Management System

### Scope

This Quality Management System applies to all types of work undertaken by S J Walchester Ltd.

### General requirements

The Quality Management System (QMS) is that part of our overall business system which implements our Quality Policy, establishes procedures for providing a quality service which aims to meet or exceed the customer's expectations, and satisfies external quality system requirements. The QMS includes the policies, procedures, organizational structure, requirements and responsibilities for achieving our quality policy. The foundation for our QMS is found in our company's stated values, beliefs and culture.

This Quality Manual and its associated procedures establish and document the means by which we implement, maintain and continually improve our QMS. It also identifies the criteria and methods required to ensure effective operation and control of the system, and identify the measurement, monitoring, analysis, information, and actions necessary to achieve planned results and continuous improvement.

### Purpose

The Quality Management System describes a quality assurance system that addresses

- Quality Plan
- Jobsite Quality Inspections
- Quality System Management

The purpose of the manual is to demonstrate a system for

- Ensuring that qualified personnel perform the work
- Controlling materials, tools, work procedures, and equipment that affect quality
- Verifying compliance with regulations, product specifications, safety procedures, and builder requirements
- Taking action to prevent recurrence of defects
- Assessing and improving the effectiveness of the quality assurance system.

### Quality Plan

### Specifications

All work must comply with the specifications as outlined in contracts, scopes of work, construction plans and specifications, including

- Referenced codes and standards
- Material and building product specifications



# S J Walchester Ltd

## Demolition & Earthmoving

- Manufacturer's installation instructions
- Specified workmanship and performance tolerances.

It is essential to comply with the most current version of construction drawings and specifications. When a new version is released, all previous versions must be recovered, destroyed, or marked obsolete.

The Quality Representative must review drawings and contract specifications for completeness and for any incompatibilities between the specifications, regulations, and the QA system. The Quality Representative must notify the builder of any discrepancies before proceeding with work.

The Quality Representative must approve all standard materials and related use instructions noted in the specifications. The Quality Representative must then list them on the Approved Materials List.

At least annually, the Quality Representative must determine if updated versions of standards or product installation instructions are available. If so, the representative must update the quality assurance system documentation accordingly.

The Quality Representative must define standard workmanship and performance tolerances and then list them in the performance guidelines. To define the responsibilities of those involved in the work, responsibilities must be identified for job-ready conditions, supply of specific materials, and protection of completed work.

The Quality Representative must list standard responsibilities on the Standard Responsibilities form and provide the form to relevant staff.

### **Quality management system planning**

Our QMS identifies and plans for the resources needed to ensure that our quality objectives are met. This includes the identification and planning of QMS processes, the resources needed to ensure its successful implementation, and objectives for continuous improvement. Any changes to the system are conducted in a controlled manner so that the integrity of the QMS is continually maintained.

Responsibility, authority and communication

The following have the key responsibilities and authority for maintaining the integrity of our Quality Management System:

#### **Senior Management –**

Senior Management is responsible for Strategic Planning and Quality Improvement Process Planning, the development of our Quality Policy, Vision, and Values & Beliefs, and provision of the necessary resources for accomplishing our goals and objectives. Additionally, Senior Management is responsible for conducting quality system reviews on an annual basis.

#### **Operational Management –**

Is responsible for the execution of the Strategic Plan, budgeting, and implementation of the quality management system and policies are the responsibility of Managers throughout the organization. This explicitly includes responsibility for implementation of our Quality Policy and ensuring adherence to our Values and Beliefs throughout the organization units for which they are responsible.

#### **Employee Responsibility –**

All employees are responsible for the quality of their work and for their part in the overall processes used to provide products and services to our customers. Employees will identify and record any problems relating to the product, process, and quality system. Employees are also the key participants in process improvements and the identification of measures needed to ensure the continued success of



## S J Walchester Ltd

### Demolition & Earthmoving

our continuous improvement process. They will initiate, recommend, or provide solutions through the Corrective/Preventive Action Program.

#### **Internal communication**

We ensure communication regarding QMS processes and their effectiveness between all levels of our organization through documented training and regular formal and informal communication methods.

QMS Review Committee and Brief (Refer to Organogram in the Guide)

Representatives from Senior Management Operational Management and staff will constitute the QMS Review Committee. This committee will conduct an annual QMS review to ensure the continuing suitability, adequacy, and effectiveness of the organization. At this review, a number of Quality Management System components are reassessed to ensure that they remain current and applicable with business trends and market shifts. These include the Mission Statement and Quality Policy, Values and Beliefs, annual quality objectives, and the need for changes to the QMS.

The QMS review also includes a review of current performance and opportunities for improvement related to follow-up actions from earlier reviews, customer feedback, the internal audit program, the corrective/preventive action program, the preventive maintenance program, process performance and product conformance data, and other changes that could affect the QMS.

#### **Provision of resources**

Appropriate resources, including trained employees, are identified and provided throughout the documented quality system. These include the resources needed to ensure implementation and improvement of the QMS, conduct audits/due diligence, and address customer satisfaction. We believe that our employees are our most valuable assets. In line with our Values and Beliefs, we will do our best to help them achieve their full potential through continuous education and training.

We determine employee training, awareness, and competency needs through a variety of methods. All employees are evaluated and qualified on the basis of documented or demonstrated competencies. Qualification records for all employees are maintained.

We develop and provide training that balances organizational competency needs with the development and career needs of our employees. When a procedure is updated and implemented, those employees responsible for that specific process are trained prior to deployment of the new or changed process or procedure. We maintain records for all training received.

We evaluate the effectiveness of the training through immediate feedback and longer-term evaluation through the employee performance review process. We ensure that our employees are aware of the relevance and importance of their activities and how they contribute to the achievement of our quality objectives. We have identified and will manage the human & physical factors needed to achieve success learning and exceed learner expectations. A suitable working environment is maintained to ensure product quality.

#### **Measurement, analysis and improvement**

Learners are the reason we exist and drive our quality policy "to meet or exceed learner expectations." We collect, monitor, and evaluate information on learner and stakeholder satisfaction in order to determine how well we are performing against this critical objective. Our objective is to be particularly responsive to dissatisfaction or complaints. Anyone receiving a complaint has the responsibility for documenting the complaint in accordance with procedures. In addition, the person receiving the complaint will try to solve the problem immediately. If that individual cannot resolve the problem, then the problem will be transferred to an appropriate employee for resolution.



# S J Walchester Ltd

## Demolition & Earthmoving

Internal audits are critical to the success of our Quality Management System. They help to determine the effectiveness of the system, as well as to identify opportunities for improvement. If the system is effective internal audits can aid in identifying additional opportunities for improvement. If the system is not effective, internal audits will help determine the scope, nature and source of the problem as well as possible corrective

actions needed to achieve effectiveness. The results of these audits form an integral part of the continual improvement process.

The most comprehensive tool for determining the effectiveness of our QMS and identifying opportunities for improvement is our annual assessment against the SETA Requirements. On an annual basis, we will perform a self-assessment. We will use the results of the assessment to identify current strengths and weaknesses, and to identify opportunities for continuous improvement.

### **Continual improvement**

We plan and manage the processes necessary for the continual improvement of the QMS through the establishment of objectives, the planning of the process, the provision of resources and information needed to carry out the process, the monitoring of related measures needed to assess process effectiveness and efficiency, and the identification/implementation of actions needed to achieve desired results.

### **Material Purchasing and Use Requirements**

Only materials listed on the Approved Materials form, specified for the project, or required by regulations may be used in the construction process. All works must follow the installation instructions specified on the approved materials list, in specifications, and in regulatory requirements.

Purchasing only approved materials is essential to prevent material substitutions. Only materials referenced on the Approved Materials form may be purchased for the intended use. Sometimes the selection of suppliers affects the quality of purchased materials. The Quality Representative must approve suppliers when the selection of suppliers is necessary to ensure quality.

### **Project Supervisors**

A Supervisor is to be available on the site when work is being performed. The supervisor must understand and demonstrate acceptable workmanship practices and also understand applicable safety issues, work specifications and QA system requirements. Only supervisors may complete jobsite inspection forms and must be able to demonstrate inspection accuracy.

Using the Project Supervisors List form, the Quality Representative must approve and maintain a list of Supervisors and the type of work for which they are approved. Independent contractors must meet all requirements for qualification and listing as employee Supervisors. The Quality Representative will define qualified personnel at start-up of the quality assurance system.

### **Access to Quality Documents**

Quality assurance documents related to the work being performed must be available to personnel on the jobsite. These include

- Job specifications;
- Risk and COSHH assessments, along with Method Statements
- Removal / Installation instructions for materials being installed or removed; and
- Construction drawings.

### **General Inspection Requirements**



# S J Walchester Ltd

## Demolition & Earthmoving

Site inspections are necessary to verify that all QA requirements are met. A supervisor must perform jobsite inspections and record observations on a Jobsite Inspection form. All problems encountered, even if corrected, must be recorded.

If working conditions are unsafe, work must not proceed until safe working conditions are restored.

The supervisor must verify all materials before use to ensure that they are approved and not defective. Materials that are unapproved, have deteriorated, or are damaged must not be used and must be marked for non-use or otherwise held aside.

When the main contractor or a sub contractor supplies materials, all QA system requirements apply. Where materials are lost, damaged, or otherwise found unsuitable for use, the supervisor must report this to his Line Manager. If the continuation of work adversely affects quality or hides a defect, work may not proceed in the affected area until the problem is corrected or the client or company's Quality Representative approves the continuation of work. The supervisor must record both written and oral approvals on the site Inspection form.

### **Job Readiness Inspection**

Before beginning work, a competent inspector must perform an inspection. The supervisor must record Inspection information on the site Inspection form. Work must not start when existing conditions could adversely affect quality.

### **Job Completion Inspection**

At job completion, the supervisor will perform an inspection and record this inspection information on the Jobsite Inspection form. The supervisor must also record all snags even if immediately corrected.

### **Prevention of Defects**

To improve quality, a systematic approach is essential for preventing recurrent defects. Preventive actions must be carried out after consideration of the frequency and severity of the defects.

At least quarterly, the Director must review defect history and trends. This will involve checking job records, records of snagging, in-house inspections, and client satisfaction surveys. The Director must also analyze the defect history to assess the quality performance of Supervisors, individuals and gangs.

The Quality Representative must record all preventive actions on the Problem Report form. The Quality Representative must follow up all preventive actions and assess their effectiveness.

### **Client Satisfaction Feedback**

Feedback on client satisfaction is necessary to determine whether quality expectations are being met. The Director must survey all major customers at least annually to identify their level of satisfaction and dissatisfaction. The representative must use a Customer Satisfaction Survey form to collect satisfaction ratings on product and service quality. Items of Customer dissatisfaction must be treated as quality non-conformances and addressed accordingly.

### **Quality System Reviews**

Company wide reviews are necessary to evaluate how well the QA system is working. If necessary, the company must initiate changes to improve the system effectiveness.

At least quarterly, the Director must perform quality assurance system reviews to determine whether the quality assurance system is operating on the jobsite. The representative must maintain a record by using the Independent Jobsite Quality Review form.

In line with our quality system reviews supplier questionnaires are sent out to all suppliers ensuring they have relevant documentation and high quality standards to become our supplier. A questionnaire helps us as a



# S J Walchester Ltd

## Demolition & Earthmoving

business to assess risks and manage them. Management risks are associated with competency, commitment, and capacity according to the 10Cs. Without this, the organization may fail.

Annually, the Director must evaluate the suitability and effectiveness of the quality assurance system. The Quality Representative must maintain a record of the annual review by using the Annual Quality Systems Review form.

Based on QA system reviews, the company must introduce needed improvements and assess their effectiveness.

### **Quality Representative**

While everyone is responsible for quality, one person in the company, the Quality Representative, is ultimately responsible for operation of the QA system. The highest-ranking company official must issue a Memorandum:

Appointment of Quality Representative who, regardless of other job duties, is responsible for successful operation of the system.

### **Quality Communications**

All employees must understand their own quality assurance responsibilities and the company's quality policies. The Quality Representative must review the company Quality Statement with all employees at least annually. A copy of the company's Quality Statement must be distributed to all employees and posted in all offices. An organization chart must define company roles, authorities, responsibilities, and reporting relationships.

### **Quality Manual Version Control**

It is essential to control distribution of Quality Manuals to prevent inadvertent use of obsolete versions.

Each new version of the Quality Manual must include a version date on the title page. Each copy of the Quality Manual must be uniquely identified by the name of the person to whom it is issued. A distribution list must be maintained by using the Quality Manual Distribution List form.

When all or part of the quality manual is updated, the Quality Representative must distribute new versions to all persons listed on the Quality Manual Distribution List form. The representative must then update the form.

Documents clearly marked "DRAFT" or "Uncontrolled Copy" do not need to be updated.

### **Retention of Quality Records**

Quality records are necessary to demonstrate conformance to and operation of the quality assurance system. The Quality Representative must ensure that records are retained for a minimum of five years. The following quality records must be retained:

#### **Job Records for each contract, including**

- Job specifications;
- Completed inspection forms;
- Records of non-conformances;

#### **Contracts, including**

- Builder-trade contracts;
- Independent contractor contracts; and
- Purchase contracts.

#### **Quality Management Records, including**

- Training records;
- Preventive action records;





# S J Walchester Ltd

## Demolition & Earthmoving

- Quality system audits and review records;
- All Quality Manual versions; and
- Client satisfaction surveys.

**Director**  
Steve Walchester  
Date...01/03/2023

### Quality Manual Distribution List

Name	Position	Version	Date issued	Date Recovered



# S J Walchester Ltd

## Demolition & Earthmoving

### Responsibilities

Person/Organisation	Responsibilities
Client	Supply specification
	Supply schedule
	Arrange access
Procurement	Procure approved materials
	Use approved suppliers
	Procure materials in a timely and structured way to ensure sufficient resources are available to meet schedule
Supervisor	Ensure only approved materials are used
	Ensure only approved construction methods are used
	Monitor health, safety and quality
	Halt work where H&S may be compromised and report this as appropriate
	Ensure resources are ordered in good time
	Ensure employees/operatives are competent
	Take actions to correct non-conformances
	Complete work and quality inspections
	Pass required documentation to appropriate bodies
Inspector	Conduct work inspections and produce accurate reports from these
	Take actions to correct non-conformances



# S J Walchester Ltd

## Demolition & Earthmoving

### Approved Materials List

Type of material	Trade name	Approved use(s)	RA's, COSHH, Manual Handling assessments completed as appropriate	Installation/usage instructions received and distributed as appropriate



# S J Walchester Ltd

## Demolition & Earthmoving

### Supervisor Inspection

<b>Address</b>			
<b>Client</b>			
<b>Contract Number</b>			
<b>Date</b>			
<b>Subject</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
All elements of work completed?			
Fitted to manufacturer's specification?			
No visible defects?			
Fitted to programme?			
Health and Safety issues?			
Required tests carried out?			
Job left clean and tidy?			
Any snags? (record number in comments)			
Snag completion date(s)			
All elements of work documented and passed to QS?			

Name..... Position.....

Signature..... Date.....



# S J Walchester Ltd

## Demolition & Earthmoving

### Independent Inspection

<b>Address</b>			
<b>Client</b>			
<b>Contract Number</b>			
<b>Date</b>			
<b>Supervisor</b>			
<b>Subject</b>	<b>Yes</b>	<b>No</b>	<b>Comment</b>
Work carried out to client specification?			
Work being carried out to programme?			
Health and Safety issues (including observed and any raised by independent site checks)?			
Site clean and tidy?			
Any snags? (record number in comments)			
All elements of work being documented?			
Inspection forms being correctly and consistently completed?			
<b>Observed non-conformances</b>			
<b>Recommendations</b>			

**Inspector**

Sign..... Print.....Date.....



# S J Walchester Ltd

## Demolition & Earthmoving

### Client Satisfaction Survey

Name.....

Address.....

Date.....

Performance: Service (1=Very Poor, 10=Excellent)										
1. How satisfied were you with the information you were given about the work?	1	2	3	4	5	6	7	8	9	10
2. How happy were you with the politeness and courtesy of the workers?	1	2	3	4	5	6	7	8	9	10
3. Was dirt and mess kept to a minimum?	1	2	3	4	5	6	7	8	9	10
4. Do you think that the work was carried out safely?	1	2	3	4	5	6	7	8	9	10
5. If you had any concerns during the work were they dealt with well?	1	2	3	4	5	6	7	8	9	10
Performance: Product										
6. How satisfied are you with the overall service during the work?	1	2	3	4	5	6	7	8	9	10

**Comments**

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

If you have any further comments or suggestions, please use the space below:

.....

.....

.....

.....

.....

**Office use only**

Score.....

Target met?.....

**Comments**

.....

.....

.....

.....

.....



# S J Walchester Ltd

## Demolition & Earthmoving

### Annual Quality Systems Review

<b>Date</b>		
<b>Agenda topics reviewed for compliance, suitability, and effectiveness</b>		
<b>Quality Statement</b>	<b>Access to Quality Documents</b>	<b>Builder Satisfaction Feedback</b>
<b>Supervisor competence</b>	<b>Use of Approved Materials</b>	<b>Quality Document Control</b>
<b>Approved Work Procedures</b>	<b>Jobsite inspection</b>	<b>Retention of Quality Records</b>
<b>Specifications</b>	<b>Control of Non-conformances</b>	<b>Completeness and Accuracy of the Company Quality Records</b>
<b>Material Purchasing Requirements</b>	<b>Jobsite Quality Reviews</b>	<b>Effectiveness of Quality Controls to Prevent Defects</b>
<b>Training Effectiveness and Needs</b>	<b>Prevention of Quality Non-conformances</b>	<b>Follow-up Actions from Earlier Management Reviews</b>
<b>Overall Evaluation of Quality System Effectiveness:</b>		
<b>Planned Improvements:</b>		
<b>Training Needs:</b>		
<b>Notes:</b>		
<b>Improvement Follow-up Date and Observations:</b>		
<b>Participants in the Quality Review:</b>		