



77 Elmers End Road, London, SE20 7UU . Tel: 020 8778 6111 . Fax 0208 778 5060 . Email: [general@ddclimited.com](mailto:general@ddclimited.com)

## **Davies Design and Construction Ltd - Quality Policy**

### 1. Policy Statement of Intent

Our Vision is:

*"To continuously strive to exceed our clients' requirements by improving the quality of our processes, projects and services through the enthusiasm and dedication of our people"*

### 2. Quality Policy objectives

#### 2.1 Davies, Design and Construction will:

- Ensure that the above vision and this Quality Management Policy are at the heart of everything we do
- Continually review this policy, in seeking to improve on all our processes, projects and services
- Continue to provide an excellent service and maximise client satisfaction to ensure DDC's reputation with clients is of the highest standard
- Develop and train our people to ensure that we maintain a highly skilled team
- Continue to improve our performance management systems and ensure that this policy is reflected in staff objectives

### 3. Introduction

3.1 This policy details the framework of our organisation and how we ensure a culture of quality within Davies, Design and Construction.

3.2 At DDC we are fully aware that the success of our business is reliant on the quality of our processes, projects, and services. To that end DDC has committed to this quality policy to ensure that these are continually improved.

3.3 We are not happy with just meeting the requirements of our clients, we want to go above and beyond these, offering a truly quality service from start to finish.



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- 3.4 This policy applies to all DDC stakeholders, including permanent DDC Staff but also our sub-contractors and suppliers
- 3.5 We will ensure that all our stakeholders are aware of their accountabilities and responsibilities under this policy and take these seriously
- 3.6 All DDC Staff are committed to the delivery of this policy and have a responsibility to undertake their role to the best of their ability and to the highest standard. Any member of staff found not to be complying with this policy may be subject to disciplinary procedures
- 3.7 This policy must be read and implemented in conjunction with all other DDC Policies and Procedures
- 3.8 This policy will be reviewed on an annual basis or when there are any changes within the business that require this. A record will be kept of review dates.

#### 4. Arrangements for the delivery of this policy:

This policy will be delivered on specific projects by ensuring that:

- 4.1 This policy is at the heart of all project plans and programmes. This includes the project Construction Logistics Plan, Construction Management Plan, Project Risk Management Plan, project programme development etc. Any objectives that form part of these plans shall be clearly defined using SMART methodology, have clearly defined ownership and be subject to regular review. This runs from project planning to completion.
- 4.2 All DDC Staff, Agency staff and Subcontractors are adequately trained, skilled and experienced.
- 4.3 The ratios of Supervisors, subcontractors, and labour are based on a Risk assessment of the Works and to be always maintained at adequate levels
- 4.4 Sufficient and appropriate storage is always maintained on site. This will ensure that materials stored on site are protected from damage and deterioration
- 4.5 We explicitly refer to required quality standards when tendering subcontractors and suppliers
- 4.6 JCT Sub-Contracts are obtained from subcontractors. These contracts contain clauses relating



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to quality standards

- 4.7 JCT Collateral Warranties for both the Employer and Purchaser or Tenant are obtained from Sub-Contractors, to protect the interests of these parties
- 4.8 Subcontractors shall carry out testing and commissioning activities as identified in their contract
- 4.9 Subcontractors inspect, check and 'snag' their work as they go along to the required standard of their contract
- 4.10 DDC produce a high standard Operations & Maintenance Manual for handover to the client at the end of the project. This will include all supporting documentation and manuals for operation.
- 4.11 That the results of reviews of this policy and any recommendations for improvement are documented and shared with all DDC Management

## 5. Roles and Responsibilities

Note that for simplicity some roles and responsibilities have been grouped under general headings e.g., All Staff

Company role	Responsibilities
All Staff	<ul style="list-style-type: none"> <li>• Implement this and all DDC policies and procedures, outlined in the DDC Staff handbook</li> <li>• Undertake all training and development necessary for their role</li> <li>• Understand their role objectives and work to fulfil these to a high standard</li> <li>• Identify any improvements to any DDC Processes, Projects and Services that could be made and escalate these appropriately</li> </ul>
Managing Director	<ul style="list-style-type: none"> <li>• Implement all appropriate structures, resources, and responsibilities to ensure the vision and objectives of this policy are met, the quality requirements of all clients are met, and we are always legally compliant</li> <li>• Ensure that all staff are aware of the quality requirements of each client, specific to every project</li> <li>• Have oversight of all projects from start to finish with ultimate responsibility for quality management at all stages</li> </ul>
Project Managers	<ul style="list-style-type: none"> <li>• Ensure that all risks to quality are identified and</li> </ul>



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	<p>managed at all points of the build</p> <ul style="list-style-type: none"> <li>• Ensure that all subcontractors and suppliers have the capacity and capability to deliver their work to a high standard</li> <li>• Ensure that all subcontractors and suppliers are clear on requirements and project specifications and have access to up-to-date drawings etc.</li> <li>• Management of the design process to ensure that all designs are of the required standard and all contractual and legal requirements are met</li> <li>• Ensure that all staff work in accordance with Construction Management Plans, Health &amp; Safety Plans, Construction Logistics Plans, Risk Management Plans etc.</li> <li>• Ensure that sufficient staff and resources are always on site</li> <li>• Ensure that programme performance is monitored and managed</li> <li>• Where necessary ensure that issues likely to affect quality are addressed</li> <li>• Ensure that the client requirements and the quality of all services and products is at the heart of all work taking place on site and that a culture of quality is always maintained on site</li> <li>• Ensure that the works are fully inspected, tested, and commissioned in line with contract requirements</li> <li>• Ensure there is an effective project handover</li> <li>• Undertake lessons learned activities at the end of each project</li> </ul>
<p>Site Managers</p>	<ul style="list-style-type: none"> <li>• Managing the construction sites, DDC staff and subcontractors to ensure that all project delivery work is of the correct quality to meet or exceed client requirements</li> <li>• Maintain a culture of 'quality' on site</li> <li>• Maintain the site to avoid unnecessary damage, loss, or waste</li> <li>• Ensure the Works are fully protected to maintain quality</li> <li>• Ensure that all site staff including subcontractors are aware and abide by this policy</li> <li>• Undertake lessons learned activities at the end of each project</li> </ul>
<p>Training Manager</p>	<ul style="list-style-type: none"> <li>• Ensure that all staff receive the necessary training for their job role</li> <li>• Maintain checks on the quality of all training that is undertaken and action any discrepancies found</li> <li>• Ensure that all staff receive appropriate and</li> </ul>



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	<p>high-quality inductions</p> <ul style="list-style-type: none"> <li>• Keep records of staff training dates and action required staff training, so that training and certificates are not out of date</li> </ul>
Office Manager	<ul style="list-style-type: none"> <li>• Authorisation of this and all DDC policies and procedures</li> <li>• Ensure that disciplinary processes are adhered to if this policy is not observed by any individual</li> <li>• Ensure that all company policies and procedures are adhered to</li> </ul>
Health & Safety Manager	<ul style="list-style-type: none"> <li>• Deliver, implement, and regularly review company Health &amp; Safety policy</li> <li>• Delivery, implement and regularly review individual project Health &amp; Safety policies</li> <li>• Conduct regular inspections of all DDC sites and deliver an action plan for improvement and report any actions to be taken to senior management</li> </ul>

## 6. Definitions

6.1 **Quality:** This covers all aspects of a project from start to finish. This includes amongst other things, design, materials, workmanship, compliance, finish etc.

6.2 **Construction Logistics Plan:** An important management tool for planners, developers, and construction contractors. The CLP focuses specifically on construction supply chains and how their impact on the road network can be reduced.

6.3 **Construction Management Plan:** Outlines the client's intentions for a construction project and acts as a key information document for the project team, statutory authorities, and other stakeholders.

6.4 **Project Risk Management Plan:** A document that a project manager prepares to foresee risks, estimate impacts, and define responses to risks. It also contains a risk assessment matrix. A risk is "an uncertain event or condition that, if it occurs, has a positive or negative effect on a project's objectives."

6.5 **SMART Methodology:** Activities set using the following methodology, specific, measurable, achievable, relevant, and time-bound

6.6 **Operations and Maintenance Manual:** An operation and maintenance (O&M) manual is a document that provides essential details about property and equipment upkeep. O&M manuals provide maintenance personnel with detailed guidance on extending asset life cycles, minimizing unplanned shutdowns, reducing maintenance costs, and keeping workers safe.



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6.7 JCT: Joint Contracts Tribunal

6.8 Subcontractor: any person or group of persons carries out, supplies to, manages or controls work for DDC

X PPR Kunt

Signature

X OFFICE MANAGER

Job Title

X S. DAVIES

Name

X 26<sup>TH</sup> MAY 2022

Date