

## Policy Statement

### 1.0 PURPOSE OF POLICY

It is an objective of the Company to provide and manage our resources and activities to ensure that a high quality service is always offered. To achieve this objective, it is TNG's policy to maintain an effective Quality Management System (QMS), to ensure a planned and systematic approach to our work.

### 2.0 OUR COMMITMENT

The Quality Management System (QMS) shall ensure that Clients are provided with a service that meets their individual requirements but that also conforms to statutory commitments and accepted good practice.

The Managing Director shall have overall responsibility for ensuring quality in our business and shall appoint a QMS Manager to implement and manage the system.

### 3.0 SCOPE

#### 3.1 The Quality Management System (QMS)

The Quality Manual clearly defines the requirements of the QMS and these requirements shall be adopted at all times. The QMS shall be communicated in full to new Employees at induction, and at interim times to all Employees as required.

Specific requests or additional Client requirements for Quality Management procedures shall only be accepted if they are equal or superior to those of this Practice.

#### 3.2 Review

TNG's Employees operate to procedures that comply with BS EN ISO 9001:2015 for the design of Building Engineering systems. Third Party Auditor, BM Trada Certification Limited, certifies the QMS implementation and its development.

The QMS Manager shall carry out regular audits of our work activities to check they are being carried out within the requirements of the QMS. Improvement actions shall be issued when required.

The Managing Director and QMS Manager shall evaluate the Quality Management System on an annual basis and in between times as required.

In addition, a Working Group shall be formed by representatives from each department of the business. The Working Group shall represent the workforce and consult on all matters arising, including any amendments to the standard.

### 4.0 ACCOUNTABILITY

The Managing Director and Quality Manager, shall be responsible for the management of the QMS. They shall ensure that every Manager and Employee works to the QMS, and that there are systems in place to notify the QMS Manager if they find any areas of the system to be failing or being neglected.

Overall accountability lies with the Managing Director who is responsible for ensuring that the QMS meets the requirements of the strategic business objectives.

All Employees shall be required to work to the Company's Quality System and its processes and procedures.

### 5.0 DECLARATION

**This Policy is fully supported by the Board of Directors.**

**We shall ensure that this Policy is available to our Employees, Clients and other Business Colleagues.**

**Name:** Russell Pitman

**Position:** Managing Director

**Signed:** 

**Date:** 11/01/2018

### 6.0 REVIEW

This Policy shall be reviewed **and signed** annually. It shall be reissued when amended and amendments or additions shall be made in red.

**Senior Manager with responsibility for the Quality Management System and this Policy:**

Russell Pitman, Managing Director