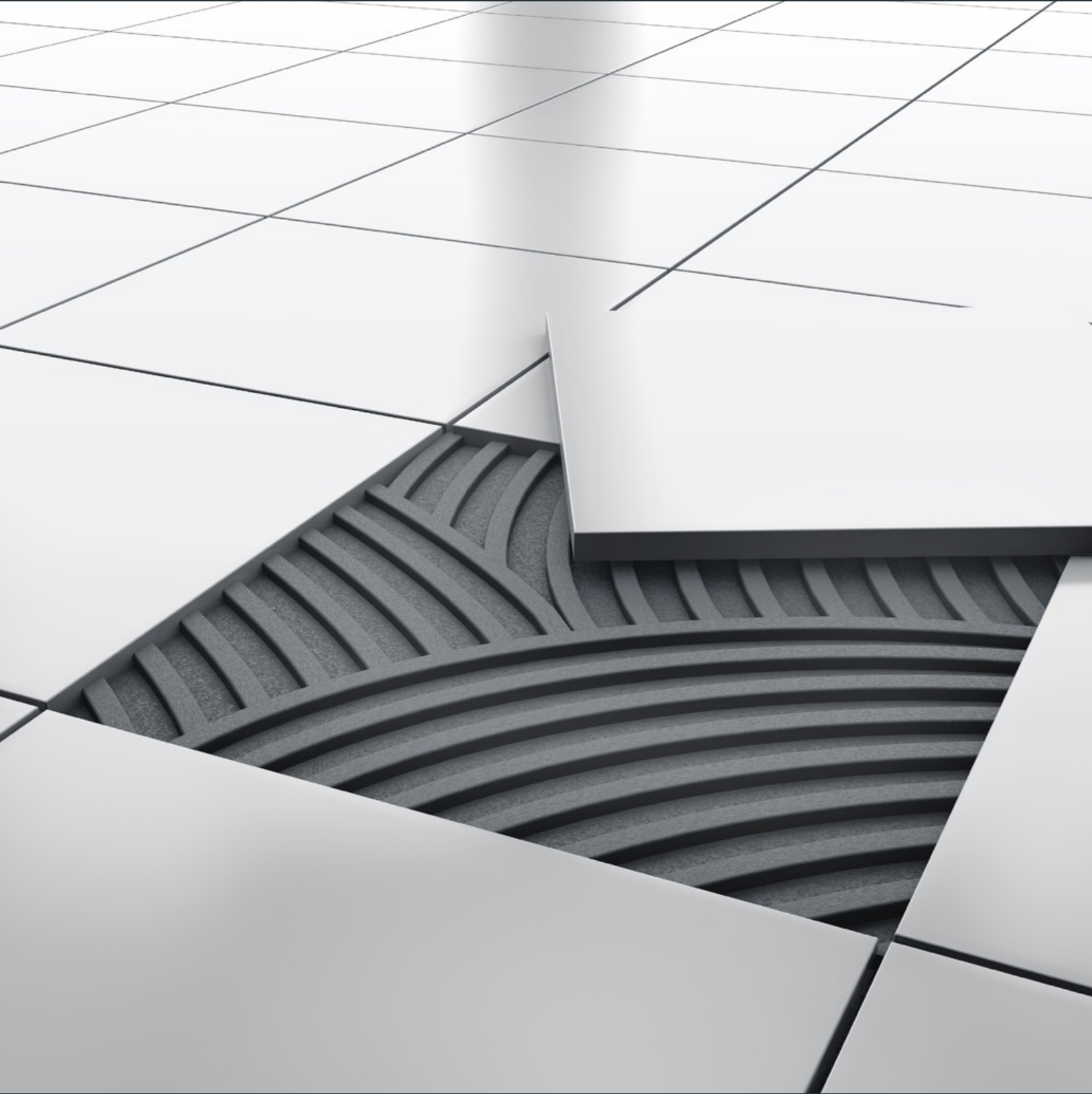


# J O B B E R

P R O J E C T S   L I M I T E D



## QUALITY CONTROL POLICY **2021**


Commercial tiling and stonework contractor working in London and the surrounding Home Counties.

# J O B B E R P R O J E C T S L I M I T E D

Wall Tiling

## QUALITY PLAN

Issued By.....Paul Jobber.....

Signed.....

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## **Introduction**

This quality plan aims to set out how Jobber Projects Ltd controls quality. Quality is central to our clients using us for repeat business.

# Quality Statement

It is the aim of Jobber Projects Ltd to develop its business activities to be viewed a leader in its construction sector in terms of production, quality, job satisfaction and profitability.

To achieve this, we aim to fulfil the full potential of our staff, at all levels, by creating an environment in which each person is motivated towards these goals whilst meeting our Client's expectations in order to provide and sustain Client satisfaction.

These objectives will be achieved by placing particular emphasis on:

- Comply with all applicable statutory laws and regulations
- Continually improve the quality of services provided & maintain a quality management system
- Ensure that customer needs and expectations are determined and fulfilled with the aim to achieve complete customer satisfaction
- Communicate the importance of our objectives & performance against these objectives throughout the company & too interested parties
- Train staff in the needs and responsibilities of quality management
- Continually improve site operations and make best use of our resources in all quality matters
- Ensure the availability of resources to meet Client's expectations
- Gather feedback & address complaints from Clients on any quality issues requiring attention
- Adopt a forward-looking view on future business decisions that may affect quality
- Achieving construction programmes and budgets

The Company shall implement a Management System that actively involves the participation and co-operation of all its employees and defines the structure, responsibilities and procedures to be implemented. It is the responsibility of all staff charged with a managerial role to implement the Management System into their working methods, and to ensure an ongoing review is undertaken to maintain its effectiveness. This will enable the Management System to reflect current custom and practice and remain proactive in its application.

A set of "Performance Measures" shall be derived and implemented by the Company's Directors. These measures shall be an active component of the Company's reporting process in order to determine the ongoing performance of the business.

Jobber Projects Ltd strives to continually improve its operations and it is our fundamental belief that the quality system will not only increase Client satisfaction but will also enhance the Company's long-term productivity and competitiveness in the marketplace, therefore sustaining the Jobber Projects Ltd.'s reputation for quality.

This quality policy is subject to change and update as Government Legislation alters and the company increases construction operations.

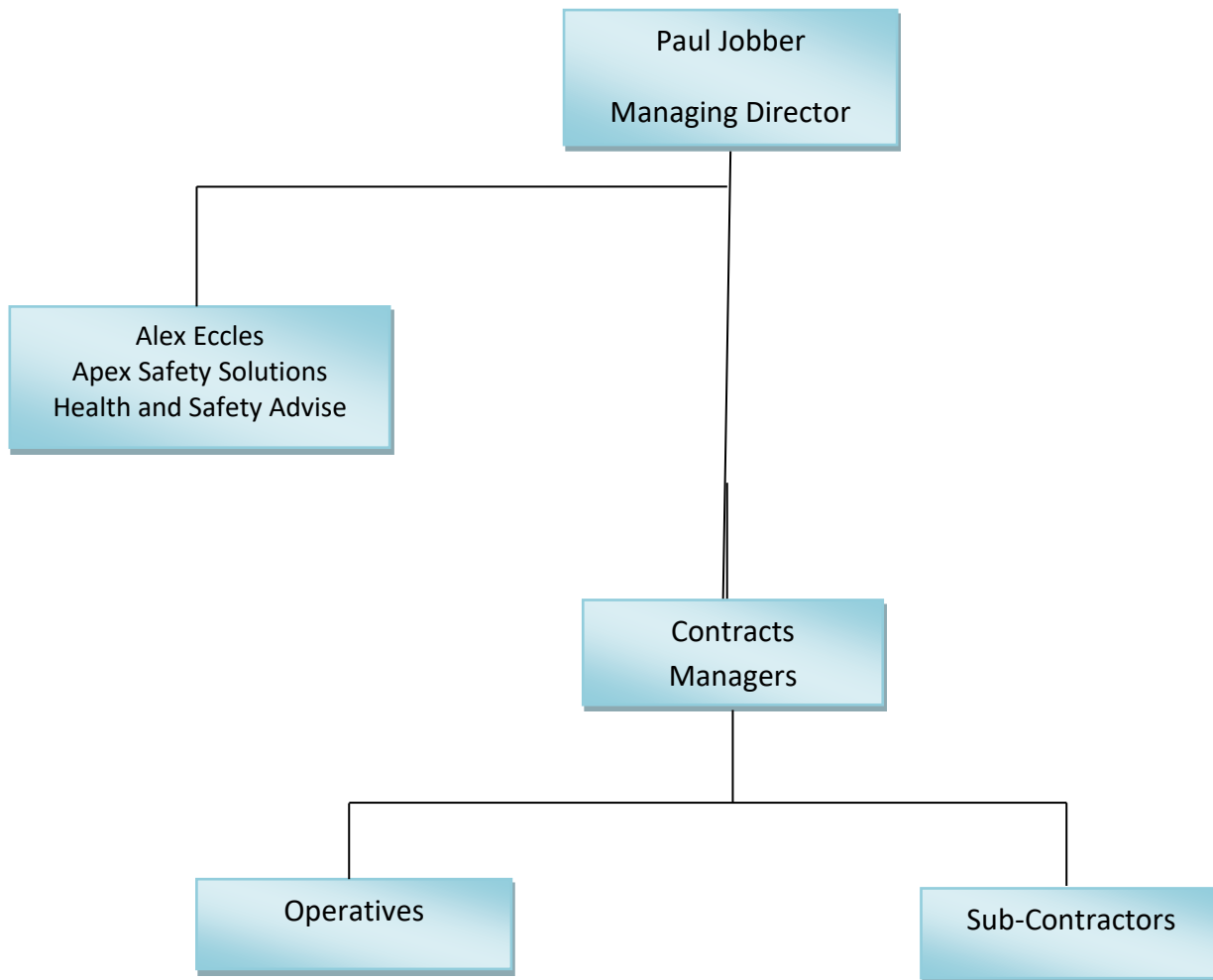
All employees are updated on Quality issues through courses, seminars and in-house training on regular basis.



Paul Jobber  
Managing Director

Dated: 06.01.2020

## Organisation and Management



## **Responsibilities**

The following personnel will be responsible for Quality Control:

### **Director – Paul Jobber**

To formulate, implement and monitor the company quality management system. To ensure its effectiveness and suitability. To identify the company's quality requirements are implemented. To convene and chair management meetings at which the company quality management system is reviewed and discussed.

### **Contracts Manager –**

- Responsible for administering the contract and general control.
- Ensuring that all documentation e.g. Drawings, specifications, site instructions, etc are distributed to the relevant personnel to enable construction.
- To ensure that all relevant information is issued to all members of the site and head office team, and that the necessary actions are taken.
- Ensuring that the works as laid comply with the relevant contract documentation.
- To ensure that the Project Quality Plan and check lists are implemented.
- Ensure that Quality Control Procedures are adhered to.
- Ensuring all relevant information is transmitted to the Construction Director and that the company safety manager is aware of the contract and visits regularly.
- Responsible for the daily running of the site.
- Maintaining records/sign off sheets.
- Ensuring that works comply with the relevant contract documentation.
- Review any non-conformance and issue rectification proposals.
- To inspect works to check they are up to required quality standards.

## **Facilities, Measuring and Testing Equipment**

Equipment, as identified in the Method Statements, Risk Assessments and Inspection, shall be provided to site in good working order and comply with any relevant legislation.

## **Personnel Training and Certification**

We will ensure that the works are carried out correctly and to achieve this, our staff and operatives will have the following documented competencies.

Competency may be demonstrated by production of relevant accredited competency scheme evidence such as a Construction Skills Certification Scheme (CSCS) card, NVQ or similar. This information will be recorded, maintained in the site office and kept easily accessible in the Jobber Projects Health and Safety File. Copies of CSCS Cards will be taken at induction and filed on site. An electronic register will also be maintained at the company offices.

Evidence of attendance on a training course shall not be acceptable on its own as evidence of competency.

Where competency cannot be demonstrated, either additional resources shall be provided to achieve the required level of competency, or training shall be identified and given, or the activity undertaken by others who can demonstrate the required competency.

Supervisors are responsible for ensuring that Company personnel, including Sub-Contractors and Self-employed persons under their control, are adequately competent to carry out the work required of them. This includes

ensuring that all Company personnel, sub-contractors and self-employed persons receive Safety Induction where appropriate before starting work. This is confirmed by taking copies of CSCS cards, and ensuring they have not

expired. Minimal competency level for Labourers is the Green Site Operative Card, and for trades persons is NVQ Level 2 in the relevant trade. Trades must have cards specific to their occupation. Contract Managers or Supervisors must have undertaken a minimum of SSSTS training.

## **Documentation**

We will exercise control and update documentation to ensure that the latest information is available for construction. Important items will be registered on receipt, including revisions, and distributed as necessary. All records will be maintained in the office and external documentation issued via email as necessary.

## **Materials**

Wall and Floor tiles of Various sizes

Tanking/ Waterproofing

Materials shall be ordered in accordance with programme requirements, material deliveries shall be checked against orders, to ensure the correct type and quantity. These handling, storage and protection procedures have been planned to ensure that all products, materials and work will remain in perfect condition through to handover or practical completion of the project as a whole. They will also ensure that waste generation is minimised.

## **Receipts, Storage, Handling and Transportation**

The items will be stored in the following way to ensure that they remain undamaged (and therefore creating waste), without deterioration, and avoid potential adverse environmental effects.

Storage will be kept to a minimum by the utilisation of the 'Just in Time' delivery principle.

However, some storage of materials on site will be required to ensure that the installation programme can be met.

Materials shall be stored on site, in an area agreed with Ernest Park. Storage for adhesives, sealants etc will be provided in accordance with the relevant COSHH Assessments carried out for products to be used on site.

## **Workmanship**

On Site

Works shall be carried out in accordance with the approved Method Statement.

Works shall be monitored by Jobber Site Management, in accordance with procedures.

Jobber manager or operative to check room is ready to tile once Ernest Park indicate to begin works in that area.

Operatives to work with latest drawing issued by supervisor to make sure installation is correct.

Supervisor will be checking works while ongoing and the do a final check once operative has completed the area.

Any remedial works to be completed by Jobber prior to offering unit to Ernest Park.

Supervisor to complete Jobber sign off sheet and offer unit to Ernest Park with a target of 0 snag items.

## **Tolerance control**

Tolerances to be as per British Standards.

Setting out to be checked it matches with drawings.

Stone to be visually inspected and make sure factory production meets the same level of quality as the benchmark apartment.

## **Non-Conforming Items**

We will deliver all of our works Defect free in line with our contractual obligations.



Once each item or area becomes complete we will inspect the installed works and complete the relevant Quality Inspection Checklist listing any snagging issues and the corrective actions undertaken to rectify the snags. The Principle contractor/client shall assess the conformance of the works as they progress, and during the relevant inspections.

Methods for rectifying defects shall be proposed for each defect, and the rectification works carried out promptly. Any nonconformities arising will be recorded on the Quality Inspection Checklist for the individual item. Subsequent corrective action to rectify the nonconformity will be recorded on the same checklist, along with the resulting satisfactory condition and close out of the issue.

A Corrective Action Notice shall be signed by the party raising the non-conformance, to accept that the rectification works are satisfactory.

### **Completed item, inspection and test results**

The inspection and test plan shall detail final inspection criteria, inspecting authority and inspection records to be used. Inspection records shall be maintained in accordance with the requirements established by the Inspection and Testing Plan.

### **Protection and Preservation of Work and Materials**

We will take all reasonable measures to preserve the quality of partly completed and completed work.

Work areas will be surrounded with barriers to prevent access as necessary, and notices advising of ongoing works.

Completed works, after inspection, will be protected in accordance with proposals detailed in the Method Statement.

Materials will be stored and protected in accordance with manufacturer's recommendations and good building practice.

### **Project Surveillance and Audits**

During the live period of the project, the Contracts Manager will regularly informally review that the Quality Plan is being implemented correctly and efficiently on site. Any issues will be raised as observations to the operatives on site to correct and close out.

Formal Audits will be carried out by our Safety and Technical Manager at maximum 6 month intervals. Any findings will be recorded and required NCR's raised. This will be issued to Directors for information and to the Contracts Manager for rectification if required.

Audits and project surveillance will be used to measure the quality plan performances and processes. These processes will be measured against the requirements set out within the Quality Plan, any failings of processes will be reviewed to establish any shortfalls. Also, a periodic review with the Site Supervisors to continually improve the quality plan's effectiveness.

### **Archiving of Records**

The Supervisor is responsible for the records maintained on the project and will include the following documents: -

- Controlled copy of the Project Quality Plan
- Project Audit Reports
- Project Reports (non-conformances, damage records etc.)
- Checklists and progress reports
- Incomplete works / defect lists completed

On completion of the project all site records are stored electronically on the project folder or paper copies should be returned to Progressive head office if requested.