

Policy Booklet

Quality

Bauer Technologies provide professional services in piling and foundations engineering to the construction industry. Bauer Technologies believes that a principle factor in the continued success of any organisation is the commitment to quality. We will strive to constantly improve our management systems and in doing so assure quality in all aspects of our work.

This policy applies in respect of any activity undertaken by Bauer Technologies. It should be read in conjunction with our arrangements documents which describe the methods of implementing these principles.

We aim to:

- provide clear, understandable, effective and technically sound solutions to meet customer's perceived needs
- encourage innovative solutions
- subject the way we work to constant, critical review in order to ensure that we are continually looking to improve.
- ensure that our activities are compliant with relevant standards and customer requirements

In order to meet these aims we shall:

- Develop relationships based on respect, understanding and the provision of tailored specialist advice
- Collate and monitor data to identify improvement areas. This shall include, but not be limited to, key performance indicators, customer feedback and non-conformance reports.
- Identify risk and opportunity and in consultation with employees and, where applicable, other stakeholders, develop suitable control mechanisms for these
- Ensure our systems are critically reviewed both by internal and external audit verification processes
- Ensure all staff are actively engaged in the processes of getting things right the first time and identifying any improvements which can be made
- Provide the necessary resource to implement our policies and procedures
- Monitor our performance by means of setting objectives and targets, charge management with reviewing and improving these
- Keep up to date with best practice and comply with all relevant standards, authoritative guidance and other applicable requirements
- Ensure those who undertake work on our behalf apply the same standards as we do
- Provide the correct equipment, materials and plant
- Provide training, instruction and information to employees to increase competence and raise awareness
- Bring the contents of this policy to the attention of all employees and make it available, where requested to interested parties

We require the full and active participation of all our employees in order that the principles outlined in this policy statement can be achieved. Our best endeavours will be used to provide the quality of service to our customers that they deserve.



Michael Jones
Managing Director
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