

**Auburn Group**

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SS4 1BB**

**Quality Policy**

## INTRODUCTION

Auburn Group has an established integrated management system of which quality is an essential component, forming the basis for our quality certification to the international standard ISO 9001:2015.

This document is a concise overview showing the centrality of our commitment to quality. Detailed application is to be found in all our documentation. In particular, this document should be read in conjunction with:

Detailed **Policy Documents**(Ref. POL01 to POL08)

The **Core Procedures** (Ref. CP01 to CP12) that form a major part of our management system.

As with all our policies, we welcome comment and questions from interested parties.

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## QUALITY POLICY STATEMENT OF AUBURN GROUP

The Auburn Group undertake main contracting and consulting within the construction industry. The core focus is delivering Education and Residential sector projects within London and the South-East on a Design and Build contract basis. The management and personnel of Auburn Group are committed to providing a high quality service for all clients. We take our responsibility to manage quality very seriously by continually improving client service, human resource management and company operations. We recognise that continued business success depends upon the quality of the service the company provides to each of its customers

Total customer satisfaction, the company's primary objective, is achieved by recognising, understanding and evaluating customer needs and trying to exceed them.

Management are committed to the efficient operation and continual improvement of performance and the quality management system. To this end quality objectives are set and measured to facilitate effective and efficient review.

Auburn Group commit to satisfying all contractual, relevant statutory and legal requirements on all projects. This includes but is not limited to building regulations, CDM regs, health and safety and environmental requirements.

Development and training of employees is a top priority.

Human Resource Management is based on the principles of close training and supervision, excellent communication skills for all personnel and high personnel satisfaction.

Management will provide adequate resources and training needed to continually improve the effectiveness of the Quality Management system.

The above goals are completed by an effective and efficient company quality management system based on the requirements of ISO 9001: 2015. The Company's commitment in meeting, these requirements secures a prosperous future and sets a standard to follow. Management will take into consideration the views of interested parties and the effect the companies activities have upon the environment.

In fulfilling the above Quality Policy management recognise the importance of its suppliers and will work with them to improve the quality of their services.

The success of this policy is monitored, controlled and improved through elements of this Quality System such as internal audits, management reviews, corrective / preventive actions and training.

Each employee will be made aware of the importance and contents of this quality policy and be encouraged to contribute to the success of the quality management system. The Company's goals and commitment in meeting the requirements of ISO 9001: 2015 will secure a prosperous future and set a unique standard for others to follow.

This policy shall be reviewed annually by the Directors or following significant changes and is available to all interested parties upon request.



Signed..... **Mr Mike O'Dell**

**Construction Director**

Dated: **January 2024**

**Auburn Group Ltd**

This Policy will be reviewed on an annual basis or:  
If there is reason to suspect that it is no longer valid; or  
If there has been a significant change in the matters to which it relates