

KANE QUALITY POLICY

PURPOSE

Kane aims to provide defect-free products and services to its customers on time and within budget.

POLICY

Kane operates a Quality Management System in accordance with BS EN 9001:2015 requirements, including aspects specific to the supply of Mechanical and Electrical Services. This version of the Quality Policy integrates key elements from the BS EN 9001:2015 standard, ensuring alignment with its requirements and reinforcing the organization's commitment to quality management.

IMPLEMENTATION

Commitment of Management

The Management is committed to:

- ❖ Ensuring the quality management system (QMS) is continually developed and enhanced to meet approved building practices, changing legislative requirements, and industry standards relating to safety, design, materials and structural integrity.
- ❖ Identifying opportunities for improvement and implementing effective measures to enhance the performance of the QMS.
- ❖ Establishing procedures for planning, managing and monitoring compliance with all applicable regulations.
- ❖ Implementing a systematic approach to identifying, evaluating, and correcting non-conformances to prevent recurrence.
- ❖ Choosing materials considering safety standards, focusing on fire resistance, sustainability and durability.
- ❖ Ensuring that customer needs and expectations are met or exceeded, leading to high levels of customer satisfaction.
- ❖ Managing building-related critical information including changes in materials, construction methods and design and sharing this information with all duty holders to ensure everyone is informed and compliant.
- ❖ Implementing a system for reporting occurrences, which may affect safety or compliance, to the relevant bodies.

Continuing Commitment

Management has a continuing commitment to:

- ❖ Ensuring that the Quality Policy is established, communicated, and understood at all levels of the organization, fostering a quality-focused culture within the organization.
- ❖ Setting measurable quality objectives to monitor performance and compliance with statutory and regulatory requirements.
- ❖ Allocating the necessary resources, including human, financial, and technological, to effectively implement and maintain the QMS.
- ❖ Providing training on safety regulations and best practices and ensuring the workforce remains informed of updates to safety protocols or regulations.
- ❖ Conducting regular reviews to understand customer requirements and expectations and ensuring these are consistently met.
- ❖ Conducting regular management reviews to monitor the progress and effectiveness of the QMS, using information obtained through internal audits and performance metrics.

Monitoring and Improvement

The Organization will constantly monitor its quality performance and implement improvements where appropriate. This Quality Policy will be regularly reviewed to ensure its continuing suitability and alignment with the ISO 9001:2015 standard.

Availability and Communication

Copies of the Quality Policy are available to all members of staff within the Staff Handbook. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signature

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Position in Company

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Managing Director

Date

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12.06.25