



## QUALITY POLICY STATEMENT

CJK Engineering are committed to providing the highest standard of quality and excellence in all aspects of the service offered to its' Clients. In order to achieve this objective, the company will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the company will:

- Establish and maintain an effective and efficient Quality Plan. CJK Engineering will deliver quality installations that meet or exceed Clients' contractual requirements and offer continuous review and improvement to the management of the services being provided, resulting in total customer satisfaction.
- Provide quality control of all Sub-Contractors who will be monitored and supervised by our project team during all phases of the work. Our Contracts Managers and our Site Managers will be responsible for managing this process under the direction of our Operations Manager.
- Ensure that the policy and requirements are understood and implemented by all levels of personnel within the organisation through detailed procedures and appropriate training, and an application of the maxim "**Quality over Profit**".
- Monitor and measure the effectiveness of its business processes and objectives through Management Reviews and the Internal Audit Process
- Monitor customer satisfaction and set objectives for continual improvement.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence
- Select and work closely with suppliers who enable the company to create and deliver a reliable performance
- Recruit employees who are customer focussed and support them with appropriate training and systems to ensure their competence always meets the company's requirements.
- Provide a work environment that promotes the well-being of its employees, and encourages positive teamwork
- Encourage all employees to identify problems and make suggestions to improve all aspects of the company's products/services and business processes
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System
- Ensure that CJK Engineering complies with all necessary regulatory and legal requirements

The continual improvement of the effectiveness of the company's Quality Management System is fundamental to the success of its business and must be supported by all employees as an integral part of their daily work.

Conor Kearney  
Managing Director  
CJK Engineering

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