



DESIGN



BUILD



INTERIORS



MOTOR RETAIL



FRAMEWORK

HEALTH & SAFETY  
AND ENVIRONMENTAL

## Quality Assurance Policy

McCarthy's aim to provide a service of the highest standard and is committed to understanding, meeting and exceeding the needs and expectations of all our clients.

The Company policy of continuous improvement is based on fully understanding and accepting client requirements at every stage of the project from initial meeting through works to final handover. It is aided with the information gathered from Customer feedback and project close down meetings along with regular reviews of targets and objectives.

The Management of McCarthy's is committed to ensure that the Company operates this standard and constantly strives to seek improvement to all processes.

For this policy to succeed, the Management ensures that the following are done:

Regular review of the Quality System to ensure continual improvement with the aid of job process sheets, waste management forms etc.

- Measure and improve Company performance through the development of Key Performance Indicators (KPI's)
- Ensure all employees are aware of their responsibilities within the Quality Assurance Policy
- Promote Team work at all levels to include daily progress reviews and tool box talks
- Provide resources and training necessary to ensure employees meet the required level of quality and performance to maintain a high standard of workmanship.
- Carry out regular appraisals with employees to encourage a committed and motivated workforce to produce the highest level of service to our customer
- Ensure that all sub-contractors and others who are involved in our projects meet the required quality standards with the aid of the sub-contractor questionnaire
- Ensure Health and Safety Policy is implemented at all times with risk assessments and method statements produced where required
- Form an effective communication structure including keeping the client informed and involved at all stages
- Minimise waste of materials and resources in line with our Sustainability Policy
- Hand-over quality projects, on time, within budget and defect free with the provision of all required documentation

Within McCarthy's Quality forms an integral part of the Company's sustainable business strategy. We are committed to achieving high standards of quality in all areas of our activities thus ensuring we consistently meet and exceed client expectations.

Signed on behalf of McCarthy's.

Signed:

Steve McCarthy  
Managing Director

Review Date: 6<sup>th</sup> January 2023

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