

Streetbuild believes an effective Quality Management System (QMS) is one developed through measurement and analysis, coupled with top management review and direction, identifying incremental improvements that will produce a highly effective quality management system of great benefit to our clients, as well as to our organisation.

Overall commitment to Quality requires;

- Active participation, co-operation and dedication of everyone in the Company.
- Clear and open communications.
- Meeting our customer's needs.

Customer Focus

Our ability to cost effectively deliver Customer Focused Projects that adds value, is the foundation for Customer Satisfaction.

Streetbuild will aim to;

- Build customer loyalty by providing a service that exceeds expectation.
- Understand current and future client needs and requirements.
- Encourage the feedback of clients and use that feedback to assist in continuous improvement.
- Ensure that all Streetbuild personnel understand the importance of customer service.
- Utilise monitoring and evaluating methods to make necessary changes to service improvement.
- Maintain Streetbuild's reputation as a company with a "can do" attitude.
- Exercise absolute care with customers' property whilst under Streetbuild's control.

Leadership

There are various definitions of leadership, Streetbuild believes that a great leadership comprises of;

- The ability to set direction and create a customer focus
- Shows clear and visible values with high expectations, balancing the needs of all stakeholders.
- Create strategies, systems and methods to achieve excellence.
- Encouraging innovation, the building of knowledge and enhancing capabilities.
- Inspire and motivate personnel.
- Build leadership, commitment and initiative throughout a company.

Streetbuild Management will aim to;

- Provide priority attention to the needs of customers

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- Encourage contribution towards the establishment of organisational systems to support the quality effort.
- Continually demonstrate commitment to quality.
- Lay emphasis on improvement rather than routine maintenance.
- Ensure personnel are recognised for their contributions towards the company's goals.
- Train and coach, rather than just direct and supervise.
- Emphasize prevention rather than correction.
- Create a clear vision of Streetbuild's future.

Involvement of People

Streetbuild's greatest assets are its personnel, this is because it is these people that gives and controls the company's input that creates the output allowing the company to reach its goals and objectives.

Streetbuild will aim to;

- Encourage acceptance of ownership and responsibility to solve problems.
- Initiate agreements on goals and measures that cascade throughout the organisation.
- Assign authority and establish deadlines in regards to responsibilities of personnel.
- Initiate agreements on goals and achievement measurement.
- Recruit high quality personnel using careful selection and hiring that is consistent with Streetbuild's strategic operational goals and customer focus.
- Encourage shared knowledge and make full use of the abilities of personnel.
- Maintain the company's existing learning and development culture.
- Continue to promote personal development.

Process Approach

Streetbuild understands that objectives and goals for our company can be achieved in an efficient and effective manner when activities and related resources are managed as processes, which will in turn benefit our clientele.

Streetbuild will aim to;

- Continue to determine and manage the various activities conducted by Streetbuild to reach our objects goals.
- Consider our processes in terms of added value.
- Monitor the efficiency, effectiveness and relationships of implemented processes.
- Encourage continuous development and improvements of Streetbuild processes and procedures.

System approach to management

Streetbuild's goals and objectives can be achieved in an efficient and effective manner by structuring a system that identifies, creates understanding of and gives clear management guidance of interrelated processes.

Streetbuild will aim to;

- Identify or develop the processes that affect the company's objectives.
- Create understanding of process relationships of linked activities.
- Define responsibilities and accountability for key activities.
- Evaluate risks, consequences and the impacts that activities have on the company's stakeholders.
- Analyse, review and measure the effectiveness and efficiency of key activities.
- Research resources, methods and materials that will improve key activities.
- Ensure consistency and compatibility of processes.

Continual Improvement

Maintaining an ongoing effort of improving Streetbuild's business processes helps develop a culture of innovation and a consistency of improvement within the company. It also allows Streetbuild a flexibility that is required to remain competitive within the construction industry.

Streetbuild will aim to;

- Create solutions to deal with potential problems rather than just reacting to problems when they arise.
- Enhancing a consistent organisation-wide approach to continual improvement of the company's performance.
- Provide people with the necessary training in the methods and tools of continual improvement.
- Researching and making continual improvement of products, processes and systems an objective for all personnel.
- Establish clear goals to guide, and measures, continual improvement.
- Recognise and acknowledge improvements and those that have contributed to the improvements.

Factual approach to decision making

To ensure confidence in decisions affecting the objectives of Streetbuild, decisions needs to be based on the analysis of data and information.

Streetbuild will aim to;

- Use valid methods in the analysis of data and information.

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- Create an understanding of the value of appropriate statistical techniques.
- Ensure the measurement and collection of data and information is relevant to the objective.
- Create a balance of logical analysis with experience and intuition.
- Ensure data and information that influence decisions are sufficiently accurate, reliable and accessible.

Mutually beneficial supplier relationships

Streetbuild understands that we are interdependent on our suppliers, and by creating a mutual beneficial relationship with our suppliers, gives the potential to create value to Streetbuild.

Streetbuild will aim to;

- Encourage suppliers to continuously improve products and/or processes.
- Identify key suppliers.
- Jointly establish a clear understanding of our customers' needs.
- Share industry information.
- Give guidance in quality management.
- Recognise and acknowledge improvements.

This policy applies to all persons working for, or on behalf of Streetbuild. It is the responsibility of the Streetbuild management team to provide resources and promote this policy to ensure its effective implementation.

Signed



Graeme Street

Managing Director