

HANRAHAN		<i>Quality Policy</i>	
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QUALITY POLICY

OUR COMMITMENT

At Hanrahan Builders we are totally committed to the principles and practice of excellence and conform to the requirements of the ISO 9001:2015 Quality Management System Standard. We endeavour to meet Client requirements, provide superior quality workmanship and deliver projects on time and within budget.

OUR VISION

Our overall objective is to consistently provide customer value and satisfaction in our construction works, through continual improvement, leadership, employee development, recognition and social responsibility. Our Integrated Management System provides a framework for measuring and improving our overall business performance, supporting our company strategy and business plan, facilitating continual improvement and ensuring the fulfilment of our customers' requirements.

QUALITY MANAGEMENT

In order to manage the quality of our works, we maintain and continually improve our certified ISO 9001:2015 Quality Management System and aim to achieve the following objectives:

- ⇒ Ensure that we meet our customer requirements and endeavour to enhance our overall works package to ensure that they are fully satisfied with our works.
- ⇒ Ensure that the requirements of all interested parties are clearly understood, so that our works can be delivered in a timely and professional manner.
- ⇒ Promote the use of a process approach and risk based thinking to works. This shall result in all works being formally agreed, documented, resourced appropriately, monitored and measured to ensure conformance with the intended results (Customer requirements, Business objectives, and applicable industry regulations and legislation).
- ⇒ Ensure that all staff are given sufficient training and development support to ensure competency for their area of work through education, training and experience, where appropriate.
- ⇒ Work closely with our Clients to develop and maintain first class relationships.
- ⇒ Monitor and measure the performance of the quality elements of our IMS, using management participation, leadership, commitment and focus on opportunities for continual improvement.
- ⇒ Measure our performance and level of compliance by conducting self-monitoring, regular inspections, audits and reviews.
- ⇒ Use this policy as a framework to set quality objectives.
- ⇒ Publish our Quality Policy internally and post it on our website for public information. The policy will also be available to interested parties on request, subject to Management approval.
- ⇒ Ensure that this policy is communicated, understood, implemented and maintained by all persons working for and on behalf of Hanrahan Builders.

MONITORING AND REVIEW

This Policy shall be reviewed and updated annually.



Michael Hanrahan

Managing Director (on behalf of Maida Builders Ltd. t/a Hanrahan Builders)

24/01/2024

Date