

D. McLAUGHLIN & SONS - QUALITY POLICY

D. McLaughlin & Sons LTD, trading under McLaughlin Construction and DML Engineering and Support Services, is a family owned, leading construction provider who have been building for the housing, leisure, retail, commercial, health and education sectors for over 60 years. It is this unique level of experience, non-confrontational approach and reliability that ensures that we meet all the new, environmental and social challenges required of the construction industry.

Our aim is construction excellence through innovation combined with a proactive approach and understanding of our clients needs and expectations.

The purpose of our Quality Policy is to maintain an effective management system (QMS) that meets client requirements and achieves high levels of client satisfaction by:

- Managing and delivering projects that are defect free, on time and to budget
- Directors and Site Managers maintaining personal contact with the client and being actively involved in the project
- Developing relationships and partnering agreements with clients and suppliers
- Promoting the use of local labour, subcontractors and suppliers
- Continually monitoring and analysing performance to identify process improvements
- Being committed to the competence, development, professionalism and health and safety of our employees
- Listening to our staff, recognising their achievements, giving praise and maximising their potential
- A commitment to continually improving the effectiveness of the QMS
- Learning from experience, correcting mistakes and preventing future problems and complaints

The implementation of and adherence to a framework of policies, procedures and processes that comply with the requirements of ISO 9001:2008 and associated industry codes and regulations

The Directors are responsible for establishing and implementing adequate quality arrangements within. All staff are expected to adhere to the above policy.

The quality policy is supported by Health & Safety, Environmental and Sustainability and Equality and Diversity Policies

SIXTY YEARS OF BUILDING FOR THE FUTURE

Approved By: *Shaun McLaughlin*

Paul McLaughlin

Director

Director

Last Reviewed: 20th July 2009