

Quality Policy Statement

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Quality Policy Statement

Peter Cole Consultants Ltd (the 'Practice') aims to ensure that its products and services meet the needs of its clients at all times in accordance with contractual requirements, its policies and procedures.

The Practice operates a Quality Management System that has gained BS EN ISO 9001:2008 certification, including aspects specific to providing civil and structural engineering, architectural and construction services.

The Management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of client satisfaction

The management of the Practice has a continuing commitment to:

1. Ensure that the client needs and expectations are determined and fulfilled with the aim of achieving client satisfaction.
2. Communicate throughout the Practice the importance of meeting client needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives
4. Ensure that the Quality Management Reviews set and review the quality objectives, and reports on the internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The practice complies with all relevant statutory and regulatory requirements.

The practice constantly monitors its quality performance and implements improvements when appropriate, whilst this Quality Policy is regularly reviewed in order to ensure its continuing suitability.

Copies of the Quality Policy are made available to all members of staff, whilst copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

All personnel understand the requirements of this Quality Policy and abide with the requirements of the Quality Procedures Manual.



Peter Cole
Managing Director