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# QUALITY POLICY DOCUMENT

**KPS Southern Limited**  
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## QUALITY POLICY

KPS Southern Ltd has a quality policy which is one of total commitment to getting it right first time every time.

In keeping with the fundamental philosophy of quality management that quality cannot be inspected in but must be built in, the emphasis of quality control is on achieving specified requirements by effective planning, preparation and supervision.

The control documents and methods used to plan and control KPS Southern Ltd's activities are principally:

### **Construction Phase of the Project Quality Plan**

To identify the management structure and quality procedures applicable to each project.

### **Overall works programme schedules**

Outlining the timing and sequencing of the works elements.

Regular monitoring of the progress achieved against the plan, by controlled scheduled audits.

### **Inspection and Test Plans**

To identify the key activities, samples, documentation and approvals necessary prior to commencing a particular activity.

### **Method Statements**

Used to translate project requirement into planned systems of work instruction to project staff and operatives.

The project shall implement a system of self-certification by means of inspection; testing and monitoring controlled by the Directors with verification by the Client where necessary.

All material and work shall be subject to interim and final inspection or test to check conformity to specification prior to final acceptance in accordance with the relevant KPS Southern Ltd Procedure(s). The records created shall demonstrate the self-certification process.

The Managing Director has overall responsibility for implementing this policy.

KPS Southern Ltd has appointed a director to be responsible for quality.

It is the responsibility of all employees to implement this policy together with their collective and individual responsibilities.

Signed:



**Nathan Jones Managing Director – Director  
Responsible Quality KPS Southern Ltd**

Date: 15<sup>th</sup> April 2024

Reviewed: 15<sup>th</sup> April 2025

## INSPECTION OF WORKS

### Introduction

Quality Inspections will be carried out for the works of all trades on each contract, based on all specifications and drawings applicable to the contract.

Quality Inspection Checklists will be incorporated within the Contract Programme.

### Responsibility

The Project Director and/or Site Manager or his nominee

### Control

- (a) The Project Director will appoint the Site Personnel responsible for checking the quality of the works and signing the corresponding Inspection Record Sheet.
- (b) The Project Director will arrange for the Inspection Record Sheets to be filed in the site documentation for reference.
- (c) Specified tests on work in progress and finished work must be completed to the instructions and requirements laid down in the contract specification and other relevant data.

### Subcontractors

- (a) Prior to each subcontractor's operatives commencing work on site, the subcontractor's visiting Supervisor and/or Site Representative will contact the Project Director in order to familiarise themselves with the Inspection Record Sheets, which are retained in the Site Office.
- (b) On completion of the subcontractor's work to the various sections of the contract at the stages as noted on the Inspection Record Sheets, the subcontractor's Site Supervisor will contact the Project Director in order for a check to be carried out.
- (c) When both are agreed that the subcontractor's work is either complete totally or to the stages as noted on the Inspection Record Sheet, The Project Director will record this on the appropriate document.
- (d) Should an item of non-conformance be observed at any inspection stage, The Project Director will inform the subcontractor of the requirements for remedial work.

- (e) The Project Director will periodically inspect and audit the Inspection Record Sheets prepared by the Subcontractor to control the quality of their works.

## **INSPECTION OF MATERIALS AND COMPONENTS**

### **Introduction**

The inspection of all materials and components delivered to a contract prior to being incorporated in the works, and the retention of certificates confirming specification requirements of materials

### **Responsibility**

The Project Director and/or Site Manager

### **Control**

The Project Director will nominate and record in the Project Management Plan the site personnel responsible for inspecting deliveries of materials and components.

All materials and components will be checked on receipt for quality/physical condition and quantity as laid down in the contract specification and purchase order.

Material Copy Orders will be retained in Site Files.

## **QUALITY CONTROL**

### **Responsibility**

The Project Director

### **Control**

The Project Director will record details of any failure of Site Management to comply with the company's Project Management Plan and Procedures.

The Project Director (in liaison with the Site Manager) will analyse the Quality Inspection Records and the appointed person's snagging sheets.

The Project Director will generate and issue non-conformance documents to the respective subcontractor and/or employees, indicating the items that are noted on the snagging sheets.

The Project Director will confirm on the document whether the non-conformance has been acted upon.

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## NON-CONFORMANCES - REPORTING TO SUBCONTRACTORS

### Introduction

Reporting non-conformances to the relevant subcontractors

### Responsibility

The Project Director

### Control

Any subcontract non-conformance will be recorded and communicated to the relevant subcontractor initially by telephone and subsequently in writing (e-mail, fax or letter)

The Project Director will forward a copy of the non-conformance record to the relevant subcontractor with a request for immediate action.

The Project Director will request the subcontractor to contact him as soon as possible in order to arrange an inspection of the corrective action undertaken.







**KEY PERFORMANCE INDICATORS**

In accordance with the "Construction Best Practice" Scheme initiated by the DTI, KPS Southern Ltd will collate the following data from the client in order to assess its performance against the range of performance currently being achieved in the UK construction industry and thereby indicate to potential clients the company's ability to provide quality in construction to meet all their requirements.

**Indicators Derived From Individual Contract Sources**

(a) Client Satisfaction

The client is requested to rate our service and product indicators on a scale of 1-5 (see "Performance Appraisal" form).

(b) Predictability - cost

The difference between the actual cost and the estimated cost, expressed as a percentage of the estimated cost (AI's affecting the costs will be taken into consideration in calculating this indicator).

(c) Predictability - time

The difference between the actual duration and the estimated duration of the contract, expressed as a percentage of the estimated duration (AI's affecting the time period for the contract will be taken into consideration in calculating this indicator).

(d) Safety

The company accident incident rate (AIR), which is the total number of reportable accidents in the year divided by the average number employed during the year (including subcontractors) and multiplied by 100,000.

The information from the above are then distributed to all Directors where each report is then analysed and discussed, and any actions required are dealt with.

<b>PERFORMANCE APPRAISAL</b>				
<b>Client:</b>				
<b>Project:</b>				
<b>Status:</b>	<i>bidding</i>		<i>Wk</i> .....of.....	<i>complete</i>
<b>completed by.....</b>				<b>date.....</b>

**At KPS Southern Ltd we believe that we can only improve upon the quality of service that we provide if we are fully aware of how our clients perceive our past performance.**

This questionnaire is intended to provide a simple but frank appraisal of how we performed for you on the above contract.

**CLIENT SATISFACTION – SERVICE**

During the execution of the project, how satisfied are/were you with the service we provide?

Please use a 1 to 5 scale, where:

<b>5 = Totally satisfied</b>		<b>4 = Reasonably satisfied</b>		<b>3 = Indifferent</b>		<b>2 = Somewhat dissatisfied</b>		<b>1 = Totally dissatisfied</b>	
<b><u>comments</u></b>									

**CLIENT SATISFACTION – PRODUCT**

On completion of the project, how satisfied were you with the quality of the finished works?

Please use a 1 to 5 scale, where:

<b>5 = Totally satisfied</b>		<b>4 = Reasonably satisfied</b>		<b>3 = Indifferent</b>		<b>2 = Somewhat dissatisfied</b>		<b>1 = Totally dissatisfied</b>	
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comments

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