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QUALITY MANAGEMENT

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OUTLINE OF THE MEASURES FOR ENSURING QUALITY

RJ Holmes is committed to providing a quality service at a realistic cost. Customer satisfaction and, therefore continued growth of the business is dependant on the ongoing high level of quality the company can, and does, deliver.

To this end, RJ Holmes have developed and introduced a comprehensive regime to secure the highest possible level of service quality. RJ Holmes has a Quality Assurance Policy Manual that sets out the company commitment to the provision of a quality service. This quality policy statement is backed up by comprehensive systems and procedures that are required to be followed by staff and operatives to ensure the commitment to quality is sustained and improved. The foundation on which this quality culture rests is the adherence to quality management. RJ Holmes maintains a core belief in external verification and accreditation to support the commitment and adherence to quality. As part of this commitment, a policy of constantly striving to improve the business RJ Holmes are working towards securing external accreditation with Quality Management Systems to secure ISO 9001

In practice, as far as the carrying out of work is concerned, RJ Holmes assures quality from the initial discussions and brief of the work being tendered for (or to be undertaken).

Before carrying out any work or providing any service, the implications are thoroughly thought through by the manager or supervisory staff in terms of how the work is to be completed and consideration of the time scales required to achieve the agreed quality standard.

At the brief stage all jobs are detailed and a method statement compiled as appropriate setting all the client requirements. The supervisory staff and operatives are advised of the client requirements and all records completed to ensure satisfactory progress and quality before being passed to the next stage.

Random “in progress” and “post” inspections are undertaken, wherever possible in conjunction with the client or customer, as part of the quality management philosophy and checking procedure.

Operatives are routinely reminded of the obligations under the RJ Holmes Customer Care Policy of the company expectations and important of involving the client.

Nominated account managers are appointed to deal direct with individual clients and address any issues of concern. Regular contact is maintained with the client to ensure satisfaction and to deal with any changing circumstances.

RJ Holmes have a clear environmental policy in place to ensure every opportunity to recycle material and equipment is seized. Where re-use is not possible, RJ Holmes use certified disposal firms to ensure proper and legal disposal.

RJ Holmes believe that this comprehensive approach is the most effective in maintaining a high level of quality, as each area is important to the achievement of the company objectives.

The RJ Holmes quality commitment regime is, therefore, based on well-defined policies and detailed procedures. In summary these can be set out as:

POLICY

- a. Continual review of quality policy and procedures*
- b. Seeking external appraisal and accreditation*
- c. On-going communication with staff to ensure understanding and commitment to quality.*

PROCEDURE

- a. Full discussion with client to establish requirements*
- b. Detailed identification of issues*
- c. Preparation of Method Statements*
- d. Environmental and associated procedures awareness*
- e. "In progress" and "post" inspections*
- f. Continued and dedicated client liaison*