



Precise Enterprise Ltd

Quality Policy

We aim to provide defect-free goods and services to customers on time and within budget.

The Organisation operates an internal Quality Management System that includes all aspects specific to general building contracts, including cyclical repairs and planned maintenance, refurbishment, fast-track fit-out, and design and build.

The management is committed to:

- Developing and improving the Quality Management System.
- Continually improving the effectiveness of the Quality Management System.
- Enhancing customer satisfaction.

The management has a continuing commitment to:

- Ensuring that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicating throughout the Organisation the importance of meeting customer needs and legal requirements.
- Establishing the Quality Policy and its objectives.
- Ensuring that the management review meeting sets and reviews the quality objectives and reports on internal audit results as a means of monitoring and measuring processes and the effectiveness of the Quality Management System.
- Ensuring the availability of resources.

The structure of the Quality Management System is defined in the Quality Manual.

All personnel understand the requirements of this Quality Policy and abide by the contents of the Quality Manual.

The Organisation complies with all UK legislation and regulations specifically related to its business activities.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed to ensure its continuing suitability.

Estimating Work

Enquiries received by the Company will be assigned an 'enquiry number' for reference during the enquiry period. A register of all enquiries will be maintained, recording the result of each estimate.

All enquiries will be reviewed by the Director responsible for ensuring that the scope of activities falls within the Company's skill set. The Director will also consider current workload, resources, geographical location, and financial standing of the client. A decision will be made as to whether the enquiry will be priced.

If the enquiry is not priced, it will be returned to the Client with an explanation as soon as possible.

For priced estimates:

- Preliminary items required for the contract will be considered.
- Calculated rates to undertake the contract work will include labour, plant, and materials, with three quotations for materials elements.
- Consideration will be given to the contract programme, health and safety issues, COSHH assessments, site access restrictions, environmental considerations, and methodology.

If subcontractor or consultant services are required, they must be approved members of the respective databases, or vetted prior to employment on a live project. Subcontractors, consultants, and suppliers will receive copies of the Company's health and safety, environmental, quality policies, code of conduct, and customer care charter.

A review meeting will take place after the estimate is constructed, where the percentage addition for company overhead and profit will be added to the base cost. The operational plan will also be reviewed and signed off by the Director responsible.

Award of Contracts

The Company will not undertake work without an official order from the Client, unless authorised by the Managing Director.

Setting up Contracts

Upon contract award, the administration department will create a mirrored file system for the job, with one file retained in the office and one on site. The contract will be assigned a contract number, to which all documentation will refer. The site file will exclude financial items, such as rates and pay details.

A handover meeting between relevant managers will be held to ensure the project team is aware of the work scope and the estimated plan. Files will be coordinated weekly by transferring paperwork between the site and office.

Management Responsibility

Clear communication of individual responsibilities on a contract enhances the quality and predictability of work.

Key staff responsibilities include:

- Pre-planning and review by the Project Director, including programme and method statement creation, sub-contractor and Health and Safety plan approval, and client briefings.
- Independent Health and Safety management, including surveillance visits, advice, and compliance audits.

The Project Director is responsible for live works programmes, resource management, progress reviews, and materials ordering. Site Managers are responsible for day-to-day control of site activities, progress documentation, inductions, and adherence to health, safety, and environmental plans.

Control of Materials

All materials delivered to the site must come from approved suppliers and meet the specification of work. Materials must be checked against original orders, with any discrepancies or defective materials reported and quarantined. Hazardous materials must have COSHH forms present, and operatives must be briefed on protective measures.

Control of Plant (Owned and Hired)

The Company maintains a database of plant with service and test dates. Owned plant must be regularly serviced, and any defects reported. Hired plant must meet service requirements, and Site Supervisors are responsible for ensuring plant is in a suitable condition before use.

Changes to the Specification of Works

All changes to specifications during a contract must be communicated clearly to all team members. No work will be undertaken on revised specifications without written confirmation from the client. Document control will be maintained by Site Supervisors, ensuring that all revisions are up-to-date.

Notices

A site notice board will display required information, including copies of the Company's insurance, health and safety policies, emergency procedures, and any other relevant information.

Progress Review

Site supervisors will manage day-to-day work deployment. Contracts management staff will review progress weekly, assessing areas such as progress, quality, safety, environment, and financial status. Monthly progress review meetings with clients will follow a set agenda, with action points addressed within agreed timescales.

Completion of the Works

The Company strives for zero defects and getting it right the first time. Before handover, the Site Supervisor will inspect the work to ensure compliance with

specifications. Any defects will be rectified before client inspection. Formal handovers will be recorded.

Complaints Resolution

The Company values timely resolution of complaints and uses them as a tool for self-improvement. Complaints are recorded and assessed by the Managing Director, who assigns action and timeframes for resolution. The situation is monitored until completion, and the Company maintains a register of complaints to avoid recurring issues.

Director: Tadas Sukutis

Date: 18th February 2025

Next Review Date: 17th February 2026

T. Sukutis