



27 Rollesby Road, Hardwick Industrial Estate, King's Lynn, Norfolk, PE30 4LS

Company Reference No. 07157993

## Quality Assurance Policy

Issued on the 5<sup>th</sup> January 2024

Review Date 4<sup>th</sup> January 2025

# Quality Assurance Policy

Advance Engineering (UK) Ltd are committed to providing the highest quality services to all of our customers.

## Responsibilities

- Work to be checked at agreed points and signed off by approved manager / supervisor
- Work to be carried out by trained and authorised employees.
- Advance Engineering (UK) Ltd will nominate a person to be a contact for customers to make sure relevant information is correlated such as work permits and procedures etc are available onsite for inspection and use by the customers and Advance Engineering (UK) Ltd management.
- Work to be completed in line with the specifications plans and permits.

## Customer Complaints

- A written log is to be kept of all complaints /issues raised by our customers both onsite and via phone calls into the business.
- All complaints are to be reported to the office manager who will contact the customer personally.
- A review of work sheets and records relating to job will take place with the operatives or were responsible or working on the job where the complaint has been raised to enable a full review to be achieved.
- Advance Engineering (UK) Ltd will work with our customer to resolve the complaint to both parties' satisfaction.
- A management review of the complaint is to take place identifying why the issue happened and what is required to make sure it does not happen again e.g. a review of training, equipment etc.

## Working on Customer Premises

- Employees are made aware of their responsibilities relating to the job, surroundings and their effect on it. The area when the job is completed must be left free of contamination such as waste materials which are to be disposed of in a manner and place approved of by Advance Engineering (UK) Ltd.

## Health & Safety

Advance Engineering (UK) Ltd are committed to health & safety through our own policies and procedures to help us comply with our legal, financial and moral responsibilities.

- Advance Engineering (UK) Ltd are commitment to the development, training of our employees to enable them to undertake their work safely and to the quality demanded by Advance Engineering (UK) Ltd.
- Advance Engineering (UK) Ltd will undertake site inspections to support the safety and quality standards Advance Engineering (UK) Ltd demand and will involve our workforce to make sure that all actions are remedied & implemented.

## To Meet Our Commitments, Advance Engineering (UK) Ltd Will:

- Ensure compliance with legal, statutory and regulatory requirements.
- Ensure compliance with standards.
- Know our customers and have a complete understanding of their needs.
- Through performance measurement and effective communication, ensure customer requirements are met, exceeded or enhanced.
- Seek opportunities to provide our customers with innovative business solutions.
- Recognise each employee's responsibility for quality.
- Use only Selected, Approved, Preferred or Certified suppliers and accept only conforming products and services from suppliers.
- Cultivate a culture of continuous improvement within the Advance Engineering (UK) Ltd by communication and involvement of the workforce.

Mr. R High



Managing Director

5<sup>th</sup> January 2024

Yearly Review 4<sup>th</sup> January 2025

Advance Engineering (UK) Ltd