

Pro-found Development aims at all times to provide defect free goods and services to its clients, on time and within budget.

We are committed to working within a Quality Management Framework, and to a process of continuous improvement.

The Scope and aims of the Quality Management Framework include, but are not limited to:

1. Developing and improving our all aspects of our Quality Management, and its effectiveness.
2. The continuous enhancement of client delivery, value, and satisfaction.

Our Policy under this Framework is to:

1. Ensure that client needs and expectations are understood in full, and fulfilled in such a way as to meet or exceed expectations.
2. Use all means of communication, including informal comment and feedback, project management reviews, audits and formal assessments, key performance indicators, and written formal customer satisfaction surveys to ensure that client delivery meets objectives and is continuously improving.
3. Communicate throughout the organisation and to suppliers, subcontractors and associates, the importance of meeting the client needs and legal requirements.
4. Ensure that clients are ensured of full access to appropriate staff regarding any aspect of quality, including written project management and complaints procedures where appropriate.
4. Regularly review internal processes and procedures to ensure that they comply with and assist in the development of the aims of this Policy.
5. Immediately rectify any failures to meet our quality objectives, ensure procedures are updated to ensure re-occurrence, and communicate with all staff and stakeholders accordingly – including taking action such as any necessary training.
6. Ensure that all management and staff are fully proficient and appropriate for any task, have received appropriate training in all aspects of their work, and their performance reviewed and monitored with respect to the aims of this Policy.
6. Ensure the availability of resources to meet this Policy.
7. Ensure all personnel, suppliers, subcontractors and associates understand and abide by the requirements of this Quality Policy.
8. In addition to all English and EU commercial legislation and regulations, Pro-found Development complies with all legislation and regulations specifically related to its business activities.

We constantly monitor our quality performance and implement improvements as necessary.

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

James O'Rourke

Principle

1st April 2012