



JMS Lincoln Ltd

Retexturing, Dust-free Shot Blasting, Planing, Concrete Reduction, Industrial Grinding & Specialist Surface Coatings

QUALITY ASSURANCE POLICY

Applicable to all activities and employees of

JMS LINCOLN LTD

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QUALITY ASSURANCE POLICY

JMS Lincoln Ltd recognise that an effective Quality Management System is needed to ensure sound discipline for the process, increased confidence in effective working and reliability of the services we offer. We will regularly audit our Quality Management System in order to ensure that the highest quality standards are being attained throughout the Company.

The intention of this policy is to:

- Set objectives rather than dictate detailed procedures and structures.
- Promote consistency rather than standardisation across the business wherever possible.

In pursuit of quality excellence, the Company will:

- Ensure that all policies and procedures are well documented and readily accessible to staff and other stakeholders
- Exercise sound planning and control that enables us to deliver products and services on time and to our customer's requirements
- Pay attention to how we can improve our methods of working, the way in which we carry out our service work, manage our client portfolio and respond to customer requirements
- Learn from our mistakes and celebrate our successes
- Regularly assess all Company services against the following criteria:
 - Effectiveness** - how well they meet their specified purposes
 - Efficiency** - how well resources and procedures are managed
 - Standards** - adherence to specified quality and safety standards
 - Customer Satisfaction** - how highly they are rated

QUALITY STATEMENT

JMS Lincoln aims to ensure that their quality of work is consistently high and will meet this by:

- Aiming to get it right first time
- Responding to all customer complaints within 8 working hours
- Undertaking random checks of finished work to ensure quality of work is of the highest standard
- Providing on-site supervision during the progress of works where appropriate
- Maintaining up to date training records for all staff and reviewing these against performance, monitoring results at a minimum of 6 monthly intervals. Any issues in performance will be addressed with an appropriate training programme.



STATEMENTS OF INTENT

The Company will in the course of its business:

STATEMENT OF INTENT	QUALITY MEASURE
Seek to provide and maintain high quality surface preparation services at all times	Constant monitoring and evaluation of services and resources. Completion of the Daily Record Sheet and sign off by client to show work has been completed satisfactorily
Expand and maintain its client base	Customer care, high quality of work and trained workforce
Use the most appropriate material and resources and require guarantees of quality from its suppliers	Monitoring and evaluation of supplied equipment, services and other resources
Recruit and retain its workforce in line with all current employment legislation	Implementation of proper recruitment and selection and work based policies and procedures
Provide its workforce with support, training and development to maintain and enhance work placed skills and abilities	Communication and ongoing staff training and development
Work towards achieving equal opportunities in the workplace and striving to eliminate discrimination and any form of harassment	Staff training and implementation of policies and procedures
Conduct its ongoing business, operations to efficient and effective standards at all times	Ongoing monitoring and evaluation
Carry out its business at all times in accordance with the standards and quality of a successful commercial activity	Ongoing monitoring and evaluation
Seek to achieve and maintain the highest level of technical proficiency related to all of its business activities	Research, training and development
Maintain a standard and level of activity to ensure the successful continuation of the business	Regular monitoring and review of performance and business targets
Ensure compliance at all times with the industry standards and with all Health & Safety legislation	Regular monitoring and review
Ensure compliance at all times to the requirements of NHSS13	Ongoing monitoring and evaluation

