

## **Quality Control Document**

### **1.0 Introduction**

KW Contractors Limited's quality control statement outlines a framework for the implementation of the quality control system which will facilitate the business to consistently meet the needs of its clients.

This statement applies directly to all activities which are undertaken by KW Contractors and subcontractors which are employed to carry out works on behalf of the business.

This quality control statement has been created internally by the management and approved by the company director – Mr. Neil Ironside.

Through the creation of this statement and its annual review a framework is also outlined which further develops the quality control system wherever it is possible to do so.

### **2.0 Aims and objectives**

The overall aim behind KW Contractors quality control system is to ensure that the highest standard of service possible is consistently delivered.

The objectives which aid in achieving the overall aim are as follows;

- 2.1 Utilise our streamline management system to promote a flow of communication which is efficient and allows the business to react and adapt as circumstances change in a timely manner.
- 2.2 Make it our objective to ascertain from the earliest possible stage our client's requirements to allow our entire team to focus and work towards them.
- 2.3 Utilise the methodology behind our streamlined management approach to maintain a close working relationship with all of our supply chain members.
- 2.4 Always endeavour to work in unison with our clients, client's representatives and consultants with the objective of trying to secure repeat business whilst fostering healthy working relationships for all parties.
- 2.6 Measure our client' levels of satisfaction throughout the course of projects and at the end and relate the findings to our quality control system.
- 2.5 Ensure a culture is created within KW Contractors which is conformed to by all members of the team, and advocates the aim of delivering the highest standard of service.
- 2.6 Ensure the quality control system is routinely reviewed and any changes resulting from these reviews are implemented across the entire businesses processes.

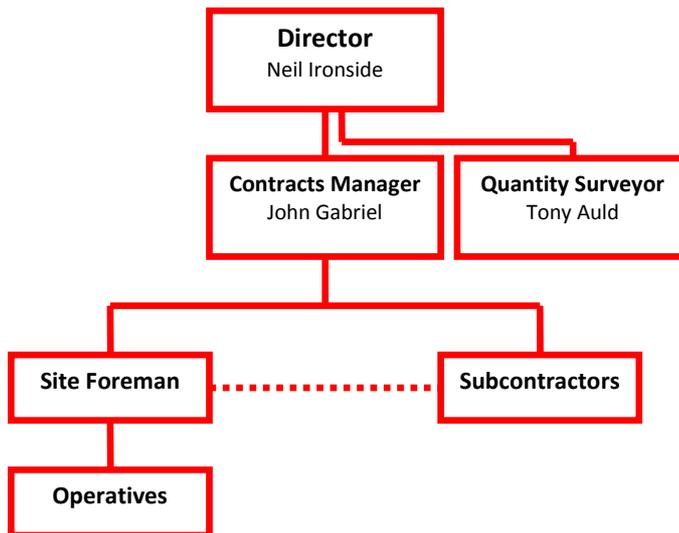
- 2.7 Also focus on how our activities can be carried out in the safest possible manor and with minimal impact on the environment.
- 2.8 Train and educate our team to promote the aim of delivering a high standard of service.
- 2.9 Ensure the quality of the product we offer is continually monitored as our projects progress to ensure the end product is of the highest possible standard.

### 3.0 **Quality control processes**

- 3.1 KW Contractors employs a mix of personnel which includes many industry experienced tradesmen and managers, whom have worked in the industry and for the business for extensive periods of time. These people are relied upon during our day to day activities and are encouraged to share their wealth of knowledge with all in the business, particularly with the least experienced personnel.
- 3.2 The use of subcontractors is limited where it is possible to do so. KW Contractors feel is advantageous to reduce the use of subcontractors where possible to allow the business to maintain greater control during a contract.
- 3.3 Subcontractors do however form a vital part of our supply chain, providing our business with the ability to supply other specialist trades. We tightly govern which subcontractors we use for projects and assess their performance base on workmanship, ability to meet programme and financially. We would note that the selection and appointment of subcontractors is not just based on their initial quotation value.
- 3.4 KW Contractors promotes a responsibility across the business for all employees to be aware of the businesses quality control aim and thus take accountability for compliance. This accountability also allows all employees to make any recommendations which improve the process or end product we are trying to achieve.
- 3.5 All employees within the business, whilst participating in the above objective must also be aware that quality control does not supersede the importance of carrying out all tasks in a safe manner and with minimal detriment to the environment.
- 3.6 KW Contractors ensures all personnel undertaking activities on behalf of the business are competently trained to complete the task.
- 3.7 KW Contractors construction sites are all allocated a Contracts Manager to oversee the entire course of the works. This allows the business to ensure management keep a good grasp on the day to day running of projects as they progress.

- 3.8 Our sites are all also allocated a working Trade Foreman who will be permanently based on site to supervise the project. The Trade Foreman will report daily to the Contracts Manager and will walk through the site to discuss the day's business and plan for progression of the project. Any sub standard or defective work will be brought to the Contracts Manager's attention by the Trade Foreman.
- 3.9 When works carried out are identified as defective, our Contracts Managers will work with our site team, supply chain, the client, client's representatives and consultants to ensure a plan is put in place for effective and efficient rectification.
- 3.10 Continual failings brought to the Contracts Manager's attention will be noted and reported to the director for discussion and further investigation. The further investigation process aims to eliminate the factors which are causing the reoccurrence in defective workmanship. This will allow the management the chance to put a strategy in place to mitigate these issues.
- 3.11 All materials, plant and other related products are hired and/or purchases from recognised and reputable suppliers to ensure that the risk of poor quality is minimised. Purchasing from these suppliers also improves the after care service that we will receive and can pass onto our clients.
- 3.12 KW Contractors Limited acknowledges the current issues facing our environment and therefore attempts to reduce, re-use and recycle materials where it is possible to do so. KW Contractors will ensure waste materials are disposed of correctly and holds a valid waste transfer license from SEPA. KW Contractors will not hesitate to promote products to clients which are produced from recycled materials or have less of an environmental impact during their production or once they are installed.
- 3.13 KW Contractors enjoys operating a business unit with an extremely streamline management system and will continue to do so. KW Contractors feel this approach is a key element to our quality control system by making the key decision makers more accessible for personnel employed by the business and for all parties involved in the businesses day to day operations.
- 3.14 If non-compliance is occurring and there are failings in the quality control processes or systems the management will act appropriately to ensure all involved is made aware of any issues which have occurred, how they can rectified and why it is important to do so.
- 3.15 KW Contractors believe that an extremely important factor in our quality control processes is the effective use of communication. We aim to ensure that all information passed up and down the management structure (below) is clear, concise and full of detail. We promote our personnel taking that extra time to ensure that any form of communication made is full and easily interpreted.

#### 4.0 Management structure



#### Qualifications

**Neil Ironside**  
**Company Director**  
BSC (Hons) Quantity Surveying  
Over 20 years construction industry experience and 10 years as owner and director of KW

**Mr John Gabriel**  
**Contracts Manager**  
Time served Joiner  
Over 40 years construction industry experience working for a variety of local and national contractors.

**Miss Fiona Rose**  
**Health & Safety Supervisor**  
5 Day SMSTS Certified supervisor  
Over 10 years construction industry experience working for a variety of local construction firms.

**Mr Tony Auld**  
**Quantity Surveyor / Estimator**  
BSC (Hons) Construction, Design and Management  
Over 10 years construction industry experience working for local and national contractors.

#### 5.0 External resources and consultants

KW Contractors acknowledges the importance of gaining as much information about products and processes prior to procurement or execution on site.

Often this will mean that looking to an external resource for their specialist advice. This will allow KW Contractors the ability to inform all members of the design team of the advantages and disadvantages, in relation to elements of proposed design. KW Contractors regularly promotes analysis of the findings by all members of the design team including the client to ensure a decision is made which is best for all.

KW Contractors regularly make direct contact with product manufacturers and suppliers and these parties with contract drawings, details and proposed method statements for their comments and further recommendations.

The information which comes direct from a product manufacturer and/or supplier can be invaluable and is harvested by KW Contractors for implementation into the construction process. Our Contracts Managers will ensure that all harvested information is clear and concise for passing onto our site team.

This willingness to exploit all the external resources available to KW Contractors ensures that all elements of the construction phase and executed in the correct manner which enhances the quality and durability of the finished product.

## 6.0 Defects and shrinkages

KW Contractors always aims to leave the highest standard of finish that it is possible within the constraints placed up on us. However as with all new works and new materials there is the likelihood that settlement, movement and shrinkage will appear after installation. KW Contractors will therefore always honour the defects liability period which is contractually applicable to the works.

We will return to site in a timely manner, during the defects liability period and make good any defects which are brought to our attention by the client or client's representatives. Response times will relate directly to the severity of the issue brought to our attention. As required, our Contracts Managers will visit site to meet with the contract administrator, client and/ or end user to inspect the issue(s) and will put a plan in place for the best method of rectification. The plan of action will be agreed with the contract administrator, client and/or end user detailing what works will take place, when they will take place, anticipated duration of works, safety procedures and how the works may affect the buildings operations and occupants. This plan is then conveyed by the Contracts Manager to the relevant operatives and/ or subcontractors for action on site.

Our main office number is always provided as our emergency number. The phone is always diverted to a manager's mobile phone number when the office is vacant. Any defects which are reported to us and require urgent attention or are classed as an "emergency" will be dealt with immediately and we aim to be on site same day to repair the defect or make a temporary fix. Less urgent defects will be dealt with within a week of notification or when it best suits the buildings occupants and their daily operations.

## 7.0 Apprenticeships

KW Contractors believe the youth are the future of the industry and regularly seek to employ apprentices to form part of the team. Apprentices are selected, will work and receive further education all in accordance with the CITB scheme.

Apprentices are paired with and will work alongside our most experienced tradesmen to give the apprentice the best possible advantages when learning their trade. Apprentices will never be asked to complete tasks which they are not competent enough to complete without correct supervision. Our apprentices will never be left to lone work!

Apprentices will attend the technical college on a "block release" basis for further educational development. Our apprentices are also regularly visited on site by members of the CITB to carry out necessary reviews.

KW Contractors are also a registered contractor on the "school work experience" schemes for both Aberdeen City Council and Aberdeenshire Council. The business takes on school pupils, regularly throughout each year and allows them to participate in various tasks, working alongside our most experienced tradesmen. This allows school pupils a prior understanding of what an apprenticeship may be like before they leave school.

KW Contractors promote the investment in today's youth and feel the benefit to the individual is also a benefit to our business as both progress together.

## 8.0 Dealing with variations

Issues discovered on site during the construction works which are likely to constitute to a variation to the proposed design are noted and promptly reported directly to the client or client's representative by our management team. KW Contractors will seek guidance from the client wherever it is practical to do so prior to proceeding with a variance to the plan of work. Our Quantity Surveyor will also be notified and will assess the financial implication on the project for prompt presentation to the client.

Once guidance has been received from the client (where it is practical to do so) the Trade Foreman and Contracts Manager will discuss on site the variation and put together an action plan on how to mitigate any further issues it may place upon the project. Once a plan is formalised it will be conveyed to Site Operatives and affected Sub contractors promptly to allow them to adapt their approach to the project.

All financial implications arising from variations will be evaluated by our Quantity Surveyor and communicated to the client as soon as is practically possible. We always aim to ensure our client has a full and early understanding of what any variations mean for the overall project programme. In doing so we can help the client to plan a strategy which can be put in place to minimise any further implications this may have on the project.

## 9.0 Cost Control

KW Contractors understand the importance of cost control during the construction process and will always work with the client/ employer to ensure all involved are kept up to date with how the project budget is progressing.

As described above all variations will be evaluated and communicated to the client by our Quantity Surveyor as promptly as is practically possible during the construction process to keep our client well informed. We aim to ensure that our clients overall budget figure is maintained, where possible, by continually forecasting the final account figure. We will also work with our client during this process to investigate whether savings can be made to other elements of the project to keep the budget on track.

In order to do so our monthly valuations will contain a "variations" and "materials on site" section this will be updated as accurately as possible during the month end process to allow the client to act as necessary.

KW Contractors is always more than willing to engage in a cost saving/ value engineering process with the client. We will use the best of our knowledge and experience to recommend the use of alternative materials or construction materials to offer the client financial savings should this be required.

## 10.0 Responsibility

This quality control policy statement and processes/ systems which it refers to are authorised by the company director.

All personnel involved in our projects are responsible for quality control. However it is the Director and his management team's further responsibility to ensure that all personnel are working in compliance.

Managers, whilst responsible for quality control are also responsible for monitoring the workmanship and service provision of others as previously described. Managers must regularly report their findings to the rest of the management team to ensure consistency is always maintained.

Clear lines of communication through our streamline management system are the best way to ensure our responsibility to provide our clients with a quality product is maintained.

## 11.0 Memberships with external bodies

- National House Building Council (NHBC)
- North East Scotland Builders Association (NESBA)
- Constructionline (Supplier membership)
- Aberdeen and Grampian Chamber of Commerce (AGCC)
- Aberdeen City Council – Schools Work Experience Programme (Affiliated Employer)
- Safety Association of Federated Employers (SAFE)
- We have formally applied and are currently progressing towards Acclaim Accreditation (Safety Schemes in Procurement SSIP)

## 12.0 Neighbourhood policy

KW Contractors regularly undertake works within residential and built up areas for both public and private sector clients and have extensive experience working in this environment.

Through our extensive experience gained from regularly working in this environment we fully understand the additional constraints which may be placed upon us, and respect these through their consideration in all our planning for the project. Our sites will kept clean not be allowed to become unsightly. Works which create extensive noise will be carried out between 9.00am – 5.00pm to reduce disturbance. Banksman will be in operation for all deliveries and plant movements to reduce risks placed on general public.

Our Contracts Managers and supervisors understand the importance of good communication by speaking to the general public and answering any questions they may have. We will also give the members of the public the opportunity to provide their contact details and our office will forward them further information should they request.