

QUALITY MANAGEMENT SYSTEM MANUAL

INDEX

P 1.0	Company Profile
P 2.0	Statement of Policy & Authority
P 3.0	The Quality Management System
P 4.0	QMS Procedures – High Level relationship Diagram

QUALITY MANAGEMENT SYSTEM MANUAL

P 1.0 Company Profile

Concept Engineering Consultants Limited was established in 1997 in the U.K as a specialist civil, structural, geotechnical and environmental consultancy and site investigation service providing company. Since formation Concept have sustained steady growth and has developed a number services catering for the construction industry.

Concept are regularly involved in high profile projects throughout the UK and abroad. Our client base includes some of the largest Engineering Consulting Organisations, Developers, Insurance Companies / Loss Adjusters and Construction Managers in the UK as well as Private Individuals.

A key objective of the organisation is to seek excellence in every aspect of our work and to ensure that our Client's requirements are fully understood and met within budget and programme constraints. Our flexibility allows us to accommodate changes in a positive, proactive and personable manner working together with our Clients to facilitate the successful delivery of their project. We continually seek to improve our performance and therefore the service provided to our Clients.

QUALITY MANAGEMENT SYSTEM MANUAL

2.0 Statement of Policy and Authority

Concept operates a Quality Management System (ISO9001:2008) that has been approved by Lloyds Register Quality Assurance (LRQA) for the provision of site investigation, consultancy and survey work for the construction and related industries. Concept are also members of the Association of Geotechnical Specialist (AGS), and Association of Consultancy and Engineering (ACE) and the British Drilling Association (BDA) and are Link-Up approved (via. audit).

Concept's major business objective is the provision of high quality site investigations and/or consultancy services that meet in full the clients needs. A cost effective Quality Management System is the means adopted to ensure that quality and business objectives are met and to provide objective evidence to substantiate that goal.

The company has commenced a project to acquire ISO 14001 Environmental Management Accreditation and ISO 17025 Laboratory Testing.

The company is fully committed to the principles of Quality Assurance, Health & Safety and safeguard of the environment and recognises the necessity for the involvement of all employees described in this Quality Management Manual to achieve this.

Concept is an equal opportunity company with a culture that provides for training to staff to ensure that everyone has equal opportunity to develop in line with our aims and objectives.

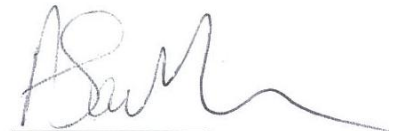
A culture of continuous improvement in all services offered to clients and to all internal operations is communicated and promoted throughout the organisation.

The Quality Manager is responsible for managing the QMS system, and ensuring that quality objectives are met.

Amendment to the QMS may only be made with the approval of the Quality Manager.



Director



Director



Quality Manager

QUALITY MANAGEMENT SYSTEM MANUAL

3.0 The Quality Management System

3.1 Objectives of the Quality Management System

The primary objectives of the QMS are:

- a) to provide evidence that services provided comply with project requirements;
- b) to ensure that inspection and verification requirements are determined and satisfied throughout all processes;
- c) to develop and maintain quality consciousness amongst all management and staff employed by the company;
- d) to develop and maintain a culture of continuous improvement in the quality of services offered to clients and to efficiencies in internal operations.

3.2 Scope of the System

The System is designed to meet the objectives specified for the provision of site investigation services, geotechnical laboratory testing, civil, structural and geotechnical consultancy services.

3.3 Quality Management System Manual

The Quality Management System defines the system process by which business policies and objectives can be achieved. It is intended to serve as a guide and will be amended and developed as required.

3.4 Distribution of the Quality Management System Manual

Although all employees are responsible for the quality of the Company's service, it is not considered necessary to provide each and every employee with copies of the entire Quality Management System Manual. Copies of relevant procedures are provided to each employee specific to the tasks they are responsible for.

The authors of processes ensure that they and their subordinates are familiar with those parts of the manual which they have responsibility and ensure that the culture of the Quality Management generated by the company is achieved.

Distribution List

The hard copy "Master" of the Quality Management System is held by the Quality Manager.

3.5 ISO 9001:2008 Exclusions

Two exclusions have been identified under product and Service Provision (Section 7.5):

7.4.3. Verification of purchased product.

QUALITY MANAGEMENT SYSTEM MANUAL

7.5.2. Validation of processes for production and service provision.

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