



CRAGG MANAGEMENT SERVICES

**QUALITY ASSURANCE POLICY STATEMENT**

## Quality Assurance Policy

CMS use a quality assurance policy based on ISO 2001/9000 in order to maintain a high standard of quality is achieved on each project. Individual, project specific, Project Execution Plans (PEP) are compiled for use throughout the project duration which include Key Performance Indicators (KPI), and is open for audit at any point of the project. CMS also implement a QA checking system where the project is audited by CMS staff to assure a constant level of quality is maintained.

Each project is designated with a specific job title and number and these are used throughout the project to ensure that a clear paper and audit trail are maintained. These audit trails are available for external assessment if required.

Each project is managed or overseen by the Managing Director of the company.

Project files are maintained in date order and in consultant / client format and are maintained for 12 years post completion.

A series of checks and evaluations are carried out at each stage of the project in accordance with the recommendations of the RICS and the specific Client requirements for each project. The project will not proceed to the next stage unless all parties are in agreement that the requirements have been discharged.

Regular reporting to the Client is undertaken as required and where appropriate and necessary the Client will be advised as to the current position of the project together with recommendations as to how to proceed.

The Clients objectives are analysed and a clear delivery strategy agreed prior to any works being undertaken. Regular review sessions are undertaken with the Managing Director, Senior Project Manager and Client to ensure the objectives are being achieved.

Value Engineering workshops are regularly convened or attended to assess the value being achieved for the projects.

Risk Register / Assessment meetings are convened / attended to control project expenditure and to assess contingencies expenditure.

All meetings are chaired and minuted and those minutes will be issued to the Client if required.

The project Manager / Monitor will act on behalf of the Client at all times and bring to the attention of the Client any acts or omissions that may adversely affect the Clients objectives.

All telephone conversations will be logged and file notes maintained.

A Project Execution Plan will be implemented on all projects in accordance with the Company guidelines.