

## POLICY

# Quality Policy

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DAM Structures Ltd, incorporating DAM Solutions Ltd, are committed to providing a quality service to our Clients which accurately interprets their requirements and satisfies their expectations in an innovative, economic and effective manner.

It is our commitment to never compromise on the safety, compliance or quality of our products and services. This requires everybody to be engaged, to understand their responsibility in achieving our quality objectives and to be empowered to act in order to protect our customers and our brand.

We believe the essential elements of our commitment for excellence comprise of:

- Fostering a **quality culture** with the objective of developing, manufacturing and providing products and services with zero defects that are trusted and preferred by our customers
- Senior Management commitment to ensuring **Compliance** with relevant laws, legislation and specific industry quality related systems and certifications, which further assure product quality including BS EN 1090-1 '*Execution of steel structures and aluminium structures*' and NHSS20 '*National Highways Sector Scheme for Quality*'
- Continuously **challenging ourselves to improve** the quality management system to guarantee product safety, prevent quality incidents and eliminate defects through the review of quality objectives and audit results
- **Encouraging participation and promotion of quality** responsibilities amongst all employees and third parties through standards, education, training and coaching, supervision and effective communication
- Continually **review technological innovations** and implement change to improve our business offering from design to installation stage

Our Quality Policy is implemented through the application of our Quality Management System (QMS). The QMS and its operations are assessed by the company and appointed accredited bodies through auditing and review to ensure that it remains appropriate for the business and looks to continually improve our performance and our level of service to customers.

The QMS is composed of three main elements:

1. The Quality Standards capturing the knowledge and expertise of DAM professionals to ensure a consistent application of what we know.
2. A Continual Improvement cycle to ensure effective and efficient management of Quality processes, to measure performance, and drive the enhancement of our Quality Culture and business competitiveness.
3. A process-based Management System encompassing the entire business structure, where all functions are responsible for defining and managing the processes they own which can impact on product quality, safety, compliance and customer satisfaction.

We understand that teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives. To facilitate this, the management team are committed to providing the required leadership, management and resources necessary and will ensure that Quality Policy is reviewed annually and communicated to all employees and third parties.

Signed:



Title: Phil Cook – Managing Director

Date: 7<sup>th</sup> November 2018

Reviewed: 12<sup>th</sup> November 2019 & 11<sup>th</sup> November 2020