

Quality Management Policy

Policy and organisation for quality management

Policy owner	Darren Harris, Director
Company	Lawday Construction Limited
Version	1.0
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Review date	28/7/27

1. Policy statement

Lawday Construction Limited is committed to delivering a consistently high standard of workmanship on every project we undertake, across internal wall insulation, damp remediation, conversions, refurbishment, extensions and general building works. We recognise that consistent quality protects our clients, our reputation, and the long-term success of the business as we grow our team.

This policy sets out how quality is planned, controlled, checked and improved across our work, and applies to all directors, employees and subcontractors engaged by the company.

2. Organisation and responsibilities

The Director (Darren Harris)

- Holds overall responsibility for the quality of work carried out by the company and for the implementation of this policy.
- Agrees specifications, materials and standards with clients before work begins, and ensures the resources needed to deliver them are in place.
- Reviews this policy at least annually and makes changes where quality issues indicate a need.

Site supervisors and lead tradespeople

- Ensure work is carried out in accordance with the agreed specification, manufacturer's installation guidance, and relevant British Standards or PAS requirements.
- Carry out in-progress checks at key stages of work, and a final inspection before any job is handed over to the client.
- Identify and record any defects or snagging items, and ensure these are resolved before sign-off.

Employees and subcontractors

- Carry out work to the standard required by the agreed specification and their trade competence.
- Report any quality concerns, material defects or installation issues to the site supervisor or Director without delay.

3. Quality control arrangements

3.1 Before work begins

Specifications, materials and any applicable standards are agreed and recorded with the client before work starts. Subcontractors are selected on the basis of demonstrated competence, relevant trade experience and, where applicable, accreditation or qualification in their trade.

3.2 During the works

Work is checked at key stages against the agreed specification and manufacturer's guidance, particularly for moisture-critical work such as internal wall insulation and damp remediation, where correct sequencing and

detailing are essential to a durable outcome. Materials are checked on delivery against the specification before use.

3.3 On completion

A final inspection is carried out before handover. Any snagging items identified are recorded, agreed with the client where relevant, and resolved before the job is signed off as complete.

3.4 Customer feedback and complaints

Clients are encouraged to raise any concerns about the standard of work directly with the Director. Any complaint is recorded, investigated, and a resolution agreed with the client. Where a complaint identifies a genuine quality issue, we will review our arrangements to prevent recurrence.

3.5 Insurance and accreditation

Lawday Construction Limited holds £250,000 professional indemnity insurance and £10 million public/employers' liability insurance, providing clients with protection alongside our own quality control arrangements.

4. Monitoring and review

This policy will be reviewed at least annually, and revised as necessary to reflect changes in the business, its activities, client feedback, or relevant legislation and standards. It will be brought to the attention of all employees and subcontractors.

Signed on behalf of Lawday Construction Limited



Signature:

Name: **Darren Harris**

Position: Director

Date: 29/07/26