



RUBIXCONSULTING

Quality Assurance Policy

As one of the UK's expert construction consultancies, specialising in the niche sector of Temporary Works, we provide temporary works design solutions for all aspects of the works that enable the construction of, provide protection and/or support to or allow access to, the permanent works. These include structures that may or may not remain following completion of the permanent works project. Our reason for 'being' is a combination of our:

- Vision – to become a leading temporary work consultancy; expanding towards permanent works in the future;
- Mission – expand operations by consistently meeting client expectations, and our legal and statutory requirements, which includes the enhancement of customer satisfaction through the effective application of our processes for continual improvement and;
- Values – sustainable business practices, equal opportunity and responsible governance are all regarded as essential values within our Organisation. Re-enforcement of these is via employee integrity and sustainable ethics throughout all operations of the business. The organisation's management are committed to co-operation and collaboration, with recognition being provided through appraisals.

Rubix consulting was awarded ISO 9001:2015 by the BSI in November 2018. Rubix Consulting has established a QMS in accordance with ISO 9001:2015, which has been documented and implemented in a systematic manner with levels of performance being monitored to ensure the maintenance of an efficient QMS.

The Directors are primarily responsible for the control of all matters pertaining to the implementation of the procedures.

Quality assurance is fundamental to all work undertaken by the Organisation therefore the procedures established shall be practised at all levels of the Organisation structure.

To facilitate the level of Quality Assurance Rubix Consulting has:

- a clear and concise Quality Policy
- defined Management Objectives
- established procedures which ensure that the Management Objectives are attained
- recognised the importance of the procedures being systematic, interactive and transparent
- modes by which the efficiency of the procedures is ascertained
- the resource necessary to facilitate and monitor the productivity from the procedures
- a commitment to the continual improvement of the procedures

In addition to the above, the management is dedicated to:

- developing and enhancing the Quality Management System
- continually improving the effectiveness of the Quality Management System
- the enhancement of customer satisfaction

With an ongoing commitment to:

- ensuring customer needs and expectations are established from the outset and fulfilled with the purpose of achieving customer satisfaction
- communicating the significance of meeting customer and legal requirements throughout the Organisation



- conducting management reviews of the effectiveness of the implementation of the Quality Management System
- constant monitoring of its quality performance and implementing improvements where appropriate
- ensuring the availability of provisions

In addition to all British and EU building regulations, the Organisation complies with all legislations and regulations that specifically relate to its business activities.

The Organisation has recognised that to operate successfully, it is essential to direct it in a systematic and transparent manner and has identified management principles that form the basis of the Quality Management System, which improve operational performance and assist in obtaining the management objectives. Management Principles are as outlined below:

- **Client Focus** is fundamental to quality management with the focus being fulfilling client requirements and determination to exceed client expectation.
- **Unity of purpose** is established at all levels within the Organisation to provide clear direction. Management strive to create an integrated environment in which employees are involved in achieving the objectives of the Organisation. It is important that people within the Organisation are competent, passionate about and engaged in providing high quality Temporary Works solutions. This will in turn enhance the Organisations capability of creating and delivering value.
- A **Process Approach** enables us to be efficient and effective in achieving consistent and predictable results by understanding projects and organising items/tasks within that project in an interrelated manner. A step-by-step approach, whereby tasks that are related are performed in a logical sequence ensures a preferred result. This allows for a coherent Quality Management System.
- An ongoing focus on **Improvement** allows our successful business to continue to thrive in the relatively niche temporary works field within the construction industry.
- Careful analysis and evaluation of data and information provided by the client allows for **Evidence-based Decision Making**, increasing the likelihood of producing accurate and reliable results.
- **Management of Client Relationship** enables sustained success and satisfied repeat clients allow the Organisation to build long-term partnerships with parties who trust us to deliver to their criteria.

All personnel within the Organisation are familiar with and adhere to the contents of the Quality Policy. Continuous suitability of the Quality Policy is ensured by its regular reviewal.

Signed for and behalf of Rubix Consulting:



Umbreen Munir – Director

Date: 15th January 2022

