



QUALITY POLICY

Donaldson Associates is a firm of Consulting Engineers which undertakes civil, structural and geotechnical engineering projects at our offices in Uttoxeter, Derby, Glasgow, York and London and also have staff acting in a supervisory role on construction projects throughout the UK and overseas.

We seek to provide a quality service that fully conforms to the client's requirements each and every time.

IN PARTICULAR WE SHALL:

- Ensure that clients are satisfied with the standard of performance and quality of services produced by the Company.
- Ensure that continual improvement and monitoring regarding performance, targets and objectives is undertaken.
- Ensure that any complaints are dealt with and lessons learned are implemented throughout the business and incorporated into the Company culture.
- Ensure that our designs are carried out utilising a systematic, planned and cost effective quality system that meets the requirements of BS EN ISO 9001: 2008.
- Ensure that our employees, including sub-contractors and sub-consultants, are responsible for working in a manner which maintains quality standards.
- Ensure compliance with all relevant legislation and codes of practice and where no regulation exists, we shall set our own standards in accordance with industry best practice.
- Ensure office practices achieve continual improvement in overall quality performance.
- Ensure that quality policy and objectives are established and reviewed at least annually.

WE INTEND TO IMPROVE QUALITY STANDARDS THROUGH:

- Continual monitoring of customer satisfaction by assessing the quantity of repeat business and reviewing feedback from customer satisfaction questionnaires.
- Education and training of employees in current external standards and internal procedures with respect to quality.
- Ongoing review and auditing of quality procedures and performance to ascertain where procedures require improvement or staff require training.
- Ongoing review and re-establishment of policy, objectives and targets.
- Commitment of adequate resources and infrastructure to ensure the above.

Signed: _____

S Capel

Managing Director

Donaldson Associates Limited

01/08/09