

**Purpose:** This policy outlines Steve J Martin Ltd's commitment to delivering high-quality services across all sectors in which we operate. It establishes the framework for quality management within our organization.

**Scope:** This policy applies to all employees, contractors, and visitors to our workplace, as well as our activities in the food and beverage, construction and refurbishments, land proposition deals, and business planning sectors.

**Policy Statement:** Steve J Martin Ltd is committed to:

- Delivering high-quality project management services that meet or exceed client expectations.
- Complying with all applicable quality standards and regulations.
- Continuously improving our quality management system.

**Responsibilities:**

- **Management:**
  - Develop and implement quality policies and procedures.
  - Ensure adequate resources are allocated for quality management.
  - Monitor and review quality performance.
  - Investigate quality-related issues to identify root causes and prevent recurrence.
- **Supervisors:**
  - Ensure that employees follow quality procedures.
  - Report any quality-related issues.
  - Provide training and supervision as necessary.
- **Employees:**
  - Comply with all quality rules and procedures.
  - Report any quality-related issues.
  - Participate in quality training.

**Quality Management System:**

- A quality management system will be implemented to ensure the effective delivery of our services.
- The system will include elements such as:
  - Quality policy
  - Planning
  - Implementation
  - Checking
  - Corrective action

**Project Quality:**

- We will establish clear project objectives, scope, and deliverables.
- We will develop and implement quality plans for each project.
- We will conduct regular quality reviews and audits.
- We will use appropriate quality tools and techniques.

**Client Satisfaction:**

- We will actively seek feedback from clients to understand their needs and expectations.
- We will strive to exceed client expectations through exceptional service delivery.
- We will address client complaints and concerns promptly and effectively.

**Supplier Quality:**

- We will select suppliers based on their quality performance and adherence to our standards.
- We will monitor and evaluate supplier performance.
- We will take corrective action as necessary to address supplier quality issues.

**Training and Development:**

- We will provide ongoing training and development opportunities for our employees to enhance their skills and knowledge.
- We will ensure that our employees are qualified to perform their roles effectively.

**Continuous Improvement:**

- We will continuously seek ways to improve our quality management system.
- We will implement corrective actions and preventive measures to address quality-related issues.
- We will conduct regular quality reviews and audits to identify areas for improvement.

**Review and Improvement:**

- This policy will be reviewed annually to ensure its effectiveness.
- We will gather feedback from employees and clients to identify areas for improvement.
- We will implement corrective actions and preventive measures to address identified deficiencies.

Steve Martin  
Company Director

*Steve Martin*