



Clarkson Alliance Quality Process

The Clarkson Alliance Ltd is an organisation which provides Project Management and Cost Management services to clients of the Construction Industry. We do what we do to improve the outcome of Construction Projects. Delivering them on time, within budget and to the quality standards established within the initial investment appraisal to ensure that the business benefits of our clients investment in the facility are achieved.

The scope of our registration covers our Project Management and Cost Management services.

We, the employees of The Clarkson Alliance, are committed to consistently provide products and services that meet or exceed the requirements and expectations of our customers. Only by providing an outstanding quality of product and service will we achieve our aims of long-term success and sustained improvement. We aim to attain this through our quality management system (QMS) that complies with the international standard ISO 9001:2015.

The QMS provides a framework for setting and monitoring quality objectives. These objectives, which are set at management review meetings, are devised to enable us to address areas where improvement is possible. At these meetings we also ensure that this policy, the QMS and the quality objectives remain compatible with the strategic direction, the purpose and the context of the organisation.

We also commit to continually improve our QMS by reviewing it regularly and monitoring its effectiveness. This will enable us to improve our operations so that we meet the requirements of our customers, as well as our legal, regulatory and any other applicable requirements.

All personnel within the company are responsible for the quality of their work. The Clarkson Alliance Ltd provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to consistently meet and exceed our customers' expectations, we recognise that we may not always achieve our own standards. If this happens, we are committed to investigating the problem and will do our best to rectify the situation and to learn from it.

David Chapell, Head of Cost Management, and Anna Etherington-Smith, Head of Project Management and joint Quality Managers are responsible for monitoring the quality system and reports regularly at the organisation's Quarterly Business Reviews on the system's implementation, status and effectiveness.

This policy is communicated, understood and applied by all the employees, and is made available to the relevant interested parties as appropriate.

Signed:  Position: Head of Cost Management

 Position: Head of Project Management

Date first Implemented, 2008 Standard: 4th January 2012

Date first implemented, 2015 Standard: 19th August 2017

This policy is reviewed annually at a Management Review meeting.