

C & S DUMPLETON LTD

QUALITY MANUAL

FOREWORD

This Quality Manual is the means by which C & S Dumpleton Ltd (the 'Organisation') satisfies the requirements of its customers, particularly with regard to management responsibility.

The Organisation is obliged to ensure that its Quality Policy is fully and completely understood by its employees, and that its procedures are implemented and maintained at all times. This Quality Manual is in accordance with the requirements of **BS EN ISO 9001 : 2000**. All of the components of the Quality Management System shall be periodically and systematically reviewed by both internal and external Quality Audit procedures.

The Management Representative/Quality Manager, appointed by the Organisation's Managing Director, is responsible for the control of all matters relating to the implementation of these procedures.

The assurance of quality is fundamental to all the work undertaken by the Organisation. All personnel at every level in the Organisation's structure shall practise the procedures established.

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PROFILE

C & S Dumbleton Ltd (the 'Organisation') is a St Albans based family run building company that was established in 1900. We can offer the full range of building services, commercial and domestic.

We have carried out works such as restoration of an historic water mill in St Albans, for which we received a Heritage Year Award, and various works on listed buildings and stately homes around Hertfordshire and Bedfordshire, in particular one located in St Michael's, St Albans.

We work for Housing Associations and Estate Agents (Strutt & Parker being one, where we work for their local and London offices).

We also carry out superstructure repairs to buildings after underpinning work, using resin repair mortars and remedial repair ties.

We are used to working in controlled environments such as banks, building societies, police stations and schools etc as well as sensitive areas such as elderly peoples homes, PSA offices and retail premises (i.e. shop fitting) as well as private dwellings.

Our current contracts are for maintenance with Hertfordshire County Council, Bedfordshire County Council, Hertsmere Borough Council, Mouchels and May Gurney.

We have a small administrative core and can assure our customers of personal attention at all times.

In 2008 the Organisation achieved certification under the ISO 9001:2000 Quality Management Standard. The additional disciplines that this instilled served to reinforce the Organisation's commitment to continual improvement and customer focus.

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QUALITY POLICY

C & S Dumbleton Ltd (the 'Organisation') aims to provide defect free products to its customers on time and within budget.

The Organisation operates a Quality Management System that has gained BS EN ISO 9001 : 2000 certification, including aspects specific to the design, construction, refurbishment and renovation of commercial and residential properties.

The management is committed to:

1. Develop and improve the Quality Management System
2. Continually improve the effectiveness of the Quality Management System
3. The enhancement of customer satisfaction

The management has a continuing commitment to:

1. Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
2. Communicate throughout the Organisation the importance of meeting customer needs and all relevant statutory and regulatory requirements.
3. Establish the Quality Policy and its objectives
4. Ensure that the Management Reviews set and review the quality objectives, and reports on the Internal Audit results as a means of monitoring and measuring the processes and the effectiveness of the Quality Management System
5. Ensure the availability of resources

The structure of the Quality Management System is defined in this Quality Manual.

All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual.

The Organisation complies with all relevant statutory and regulatory requirements.

The Organisation constantly monitors its quality performance and implements improvements when appropriate.

This Quality Policy is regularly reviewed in order to ensure its continuing suitability.

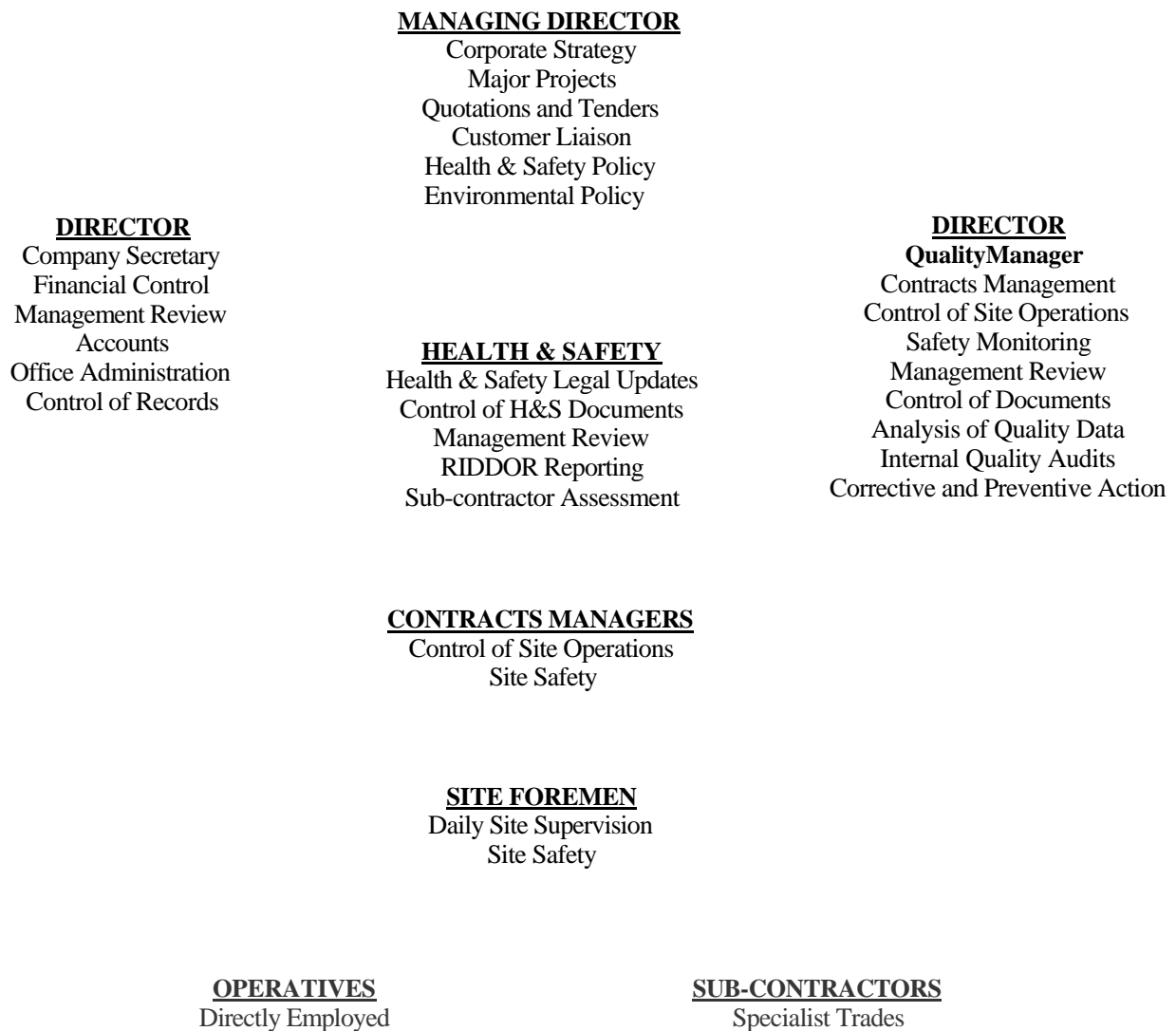
Copies of the Quality Policy are made available to all members of staff. Copies of the minutes of Management Reviews, or extracts thereof, are provided to individual members of staff in accordance with their role and responsibilities as a means of communicating the effectiveness of the Quality Management System.

Signed: _____ **Name:** _____ **Date:** _____

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QUALITY STRUCTURE CHART



This chart establishes responsibilities and lines of internal communication within the Quality Management System and does not necessarily portray other management structures.