

## Quality Control Resources.

- Jack Naidoo is the Group Quality Manager and is responsible for Quality and Technical Compliance Delivery of Projects. Jack is also the Manager of our Business Management System which allows us to integrate our process to suit client requirements and objectives. Jack provides support with Quality Planning, Delivery and Handover whilst driving improvements through internal audits and process performance reviews
- Jack manages our internal audit schedule which is a risk-based process that provides progressive monitoring of projects through a well-trained internal auditing and compliance team. This extends into supply chain audits for strategic selection, and assurance that our collaborators can deliver to our standards.
- Our proposed Project Manager Chris Foulser will be responsible for the delivery of quality through a Project Quality Plan & task specific Inspection & Test Plans, on 7 Millbank project and may delegate roles and responsibilities to competent individuals on site. The Project Manager is also responsible for creating an environment that supports quality.
- Quality Engineers/Delegates are responsible for carrying out and maintaining any quality duties or activities delegated by the Project Manager.

### Defining the Quality Culture at the Outset

To convey our quality culture from the very start, a dedicated section of the project induction will include our approach to managing quality.

It will also introduce our awards scheme that seeks to drive best practice in Quality Management. This aims to incentivise the production team to establish a right first-time approach, driving best practice to:

- Enhance client satisfaction, and
- Achieve continual improvement of its performance

Examples of behaviours that will warrant recognition include:

- Completing sections of work **'Right First Time'** and **'Defect Free'**
- Stopping a section of works to correct detail before onward activities prohibit a solution.

