

Quality Assurance Manual

Quality Policy Statement

TCMC Crowded Space Ltd define quality as “Meeting or exceeding the requirements of our customers” and we are dedicated to ensuring a high level of customer care and quality of service. This is achieved by regularly assessing and monitoring standards of service and making improvements when necessary.

Our Quality Objectives are to:

- Monitor and improve customer satisfaction
- Increase company turnover by not less than 10% pa
- Maintain the level of customer complaints to below 3 per quarter
- Maintain complaint handling times in line with company policy

These objectives are measurable and consistent with the quality policy. These internal Key Performance Indicators will be monitored monthly.

This policy statement and objectives is to be reviewed for continuing suitability and shall be communicated to, understood and followed by all personnel at all levels employed by the company.

TCMC Crowded Space Ltd have several Critical Success Factors upon which we benchmark and target the company’s achievement levels and these are as follows;

We must have:

- ✓ Satisfied clients and customers and a range of training products and services to meet market needs
- ✓ Effective leadership and highly effective and motivated people
- ✓ A culture of continuous improvement
- ✓ Effective financial and management systems and access to adequate financial and human resources
- ✓ Strong alliances with TCMC Crowded Space Ltd business partners
- ✓ Sound health and safety and environmental operations with effective processes and procedures
- ✓ Profitable contract wins
- ✓ top management support for the National Highways Sector Scheme compliance

It is the policy of TCMC Crowded Space Ltd to base its quality management system on ISO 9001 and NHSS 12D.

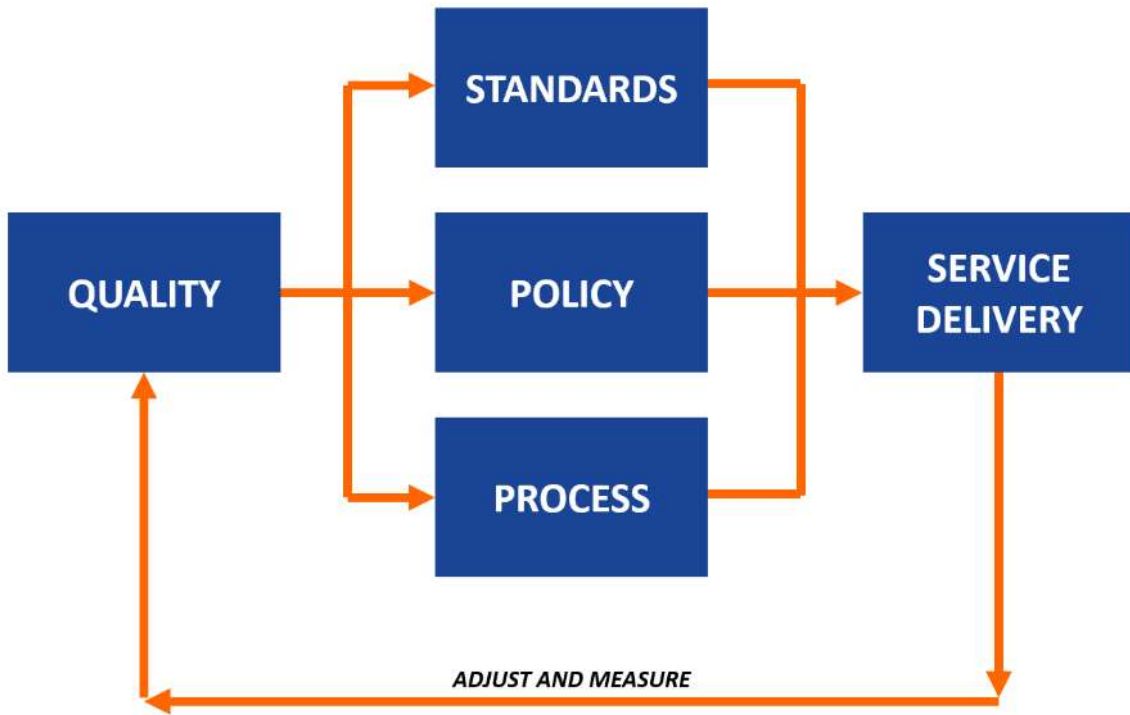
The Quality Management System shall be documented in a concise and workable set of Operating Procedures, a Management Manual and a Quality Manual which collectively are intended to ensure the business meets the requirements of ISO 9001 and NHSS 12D.

It is the responsibility of top management to provide direction, authorisation and, resources and review for QMS planning. Our QMS planning provides evidence that we have identified all QMS processes and have described their sequence and interaction.

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The quality objectives and the integrity of the quality management system will be maintained in line with legal requirements and the British standards referred to within the scope whenever changes to the quality management system are planned and implemented.

Performance indicators to demonstrate effective QMS planning include - achievement of quality objectives; improved customer satisfaction ratings; reduced number and seriousness of internal/external audit nonconformities.



The policy will reflect top to bottom organisational procedures dealing with what has to be achieved, roles and responsibilities of the management team in ensuring that each individual undertaking a task has the knowledge, skills, experience and support required to comply with the relevant systems of work.

The Quality Management System will be reviewed annually to ensure consistency of operating procedures and to further ensure its effectiveness is maintained.

Signed: 

Date: 01/04/2022

Andrew McQuillan, Managing Director
TCMC Crowded Space Ltd