



Quality Assurance Statement

Date: 1 August 2025

Prepared by: Spencer Considine

CBS Ltd is committed to delivering construction services that meet or exceed customer expectations, while complying with statutory and contractual requirements.

As a micro business, we recognise that consistent quality is fundamental to our reputation, client satisfaction, and long-term success.

We achieve quality through:

- Careful planning of all projects before work begins.
- Ensuring all operatives are trained, competent, and appropriately supervised.
- Using approved suppliers and subcontractors who meet our quality standards.
- Maintaining clear lines of communication with clients to understand and meet their needs.
- Monitoring and checking our work at each stage to ensure it meets agreed specifications.
- Taking immediate corrective action where defects or non-conformances are identified.
- Reviewing lessons learned after each project to drive continuous improvement.

Responsibilities

The Director of CBS Ltd has overall responsibility for quality assurance.

All employees and subcontractors are required to work in line with company procedures, industry standards, and client requirements. Everyone has a duty to report quality concerns immediately so that corrective action can be taken.

Continuous Improvement

We are committed to reviewing our policies and procedures annually, or sooner if circumstances change. Feedback from clients, staff, and subcontractors is encouraged to improve our service.

This statement will be reviewed biannually as part of management review

Signed: _____

Director, CBS Ltd

Date: _____



Quality Assurance Procedure

Purpose

To ensure all construction works carried out by CBS Ltd are delivered to a consistently high standard, meet client requirements, and comply with statutory and contractual obligations.

Scope

Applies to all CBS Ltd projects, employees, and subcontractors.

Responsibilities

- Director: Overall responsibility for quality management, project review, supplier approval, and client communication.
- Employees/Subcontractors: Carry out work in line with company procedures, industry standards, and client specifications. Immediately report defects or concerns.

Quality Assurance Process

a. Pre-Project Planning

- Review client requirements, drawings, and specifications.
- Assess risks and resource needs.
- Confirm that trained, competent staff are allocated.
- Approve suppliers/subcontractors based on competence and past performance.

b. Site Induction & Communication

- Brief operatives on project requirements, quality standards, and client expectations.
- Confirm roles and responsibilities.

c. Work Stage Monitoring

- Director or Supervisor to check work against specification at key stages.
- Use simple checklists (e.g. workmanship, materials, dimensions, finish).
- Non-conformances to be logged and corrected immediately.

d. Completion & Client Sign-Off

- Final inspection carried out by the Director.
- Defects rectified before handover.
- Client sign-off form completed and filed.

e. Post-Project Review

- Review project performance (time, cost, quality, client satisfaction).
- Record lessons learned.
- Update procedures and training needs where required.



Records

- Project quality checklists
- Non-conformance reports (if any).
- Supplier and subcontractor approvals.
- Client feedback and sign-off forms.

Continuous Improvement

- Annual review of this procedure and the Quality Assurance Policy.
- Feedback from clients and staff to inform improvements.
- Training updated as needed.

Signed: _____

Director, CBS Ltd

Date: _____