

The delivery of our services is fully dependent on operating a Quality Management System in accordance with the requirements of BS EN ISO 9001:2015. The requirements of which are extradited via top management.

Top management is committed to:

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the Quality Management System by ensuring the risks and opportunities that can affect conformity of services, and the ability to enhance customer satisfaction are determined and addressed, and that the focus on enhancing customer satisfaction is maintained.

Top management shall:

- Take accountability for the effectiveness of the Quality Management System.
 - Ensure that the Quality Policy and Quality objectives are established for the Quality Management System and are compatible with the context and strategic direction of the Company. Quality objectives have been set and are maintained as part of the Quality Management System internal auditing, monitoring and management review processes, in order to enhance customer satisfaction.
 - Promote the use of process approach and risk-based thinking.
 - Ensure risks will be mitigated against where possible. Unresolved concerns will be actioned, according to risk-based priority ranking and controlled to minimise risk to the business and its stakeholders.
 - Promote taking action sooner rather than later; openly discussing, resolving and managing issues.
 - Ensure that the resources needed for the Quality Management System are available; including training, support and encouragement. Communicate the importance of effective Quality Management and of conforming to the Quality Management System requirements.
 - Provide a comfortable and supportive working Environment.
 - Promote interpersonal skills, which are the life skills we use every day to communicate and interact with other people, both individually and in groups.
 - Ensure that the Quality Management System achieves its intended results.
 - Minimise variation to provide consistency in all the things that we do.
 - Engage, direct and support personnel to contribute to the effectiveness of the Quality Management System.
 - Review the effectiveness of the Quality Management System and assess opportunities for its continual improvement.
 - Establish partnerships with suppliers and interested parties, to provide an improved service.
 - Seek structured feedback from our customers.
 - Encourage the acquisition of relevant skills and knowledge into the business, to enhance the available skill sets and advice which may be provided to our clients.
 - Operate an active policy of engaging with Higher Education facilities to maintain links with the academic developments.
 - Review staff training and provide additional training where appropriate and beneficial to both the individual and so too Wintech.
 - Aim for all lead façade consultancy staff to be both MSc Façade Eng & MSFE qualified as a minimum.
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- This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other interested parties are encouraged to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, interested parties, or to the environment.
 - This policy will be reviewed annually by top management and where deemed necessary, will be amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant interested parties, upon reasonable request.



Managing Director
Paul Savidge
Review Date: 1st October 2020



Quality Manager
James Emery
Review Date: 1st October 2020

