

**Introduction**

This Quality Management System will be used by DT Civils Ltd.

This **Quality Policy document** serves as the "**Quality Manual**". It describes the purpose, scope of the registration, relevant exclusions, the background and responsibilities for using the quality system.

When reviewed in conjunction with the **Quality Arrangements**, together the documents form the basis of the "**Quality Management System**", which in turn is a fundamental part DT Civils Management System.

The files in this management system are read only and when printed, the copies are considered to be uncontrolled.

**Purpose**

The purpose of this Quality Policy is to clearly state the intention of DT Civils with respect to Quality and the Quality System that it operates within.

The Director(s) of DT Civils have agreed that for all activities, the policy of the Company will be to:

- Operate the business professionally and by means of a system of quality-controlled procedures that assures existing clients, potential clients and third party assessors of its competence;
- Carry out all work in accordance with the standards of safety and engineering competence defined in Statutory Instruments, recognised Codes of Practice, Licence Conditions and accepted Industry Standards;
- Provide services to the satisfaction of our clients;
- Operate the business in a way that meets the requirements of BS EN ISO 9001:2015, BS OHSAS 18001:2007, BS EN ISO 14001:2015 and the Multi Utility Registration Schemes;
- Make all employees within the Company aware of their responsibility to work to company procedures;
- Define the company's quality objectives, including any quantitative targets, as required from time to time;
- Provide employees with the necessary information, facilities, equipment, training and support to enable them consistently to achieve the required levels of competence and confidence in their work; and
- Pursue the objective of continuous improvement.

**Scope of Company Activities**

DT Civils is concentrated on creating completed distribution assets for adoption by Network Owners e.g. Electricity DNO's, Water DNO's and Gas Transporters. Field activities are controlled by DT Civils or their appointed agents. The work is physically undertaken by Employees and approved and validated Contractors (appropriately registered).

Technical accreditation, presently administered by Lloyd's Register, requires detailed prescription of the boundaries for technical works. These activities are subject to third party inspection on a regular basis.

**Exclusion**

DT Civils do not undertake "design" therefore clause 7.3 BS EN ISO 9001:2008 does not apply.

**The Quality System**
**Background**

At the heart of the Companies quality actions is the generic Plan-Do-Check-Act cycle (see Figure 1). In a practical sense, this PDCA cycle is enacted in a number of ways.

The Management team ensures that DT Civils stay within the boundaries of the single Company Quality Manual. It is for the Management Review Team (MRT) to undertake more far reaching actions to ensure performance objectives are set and met and that adequate resources are brought to bear. Day to day quality tasks are a function of line management.

Critical indicators are safety, customer satisfaction, volume, cost, audit and inspection. The Quality System also prescribes, where appropriate, to the Companies Environmental and Occupational Health and Safety system. Key Performance Indicators are used to demonstrate performance towards the overall business objectives. The MRT monitors performance on a periodic basis and working with line managers, constantly review inspection achievements and the details established through investigation. This incorporates the continuous improvement process, facilitating both corrective and preventative action as appropriate.



Figure1

BS EN ISO 9001:2015 is an internationally recognised standard that may be reached by organisations that:

- *Write down* what they do. They produce, administer and maintain their written procedures in a controlled way, i.e. through their quality system. *Communication* is inherent; and
- *Prove that they actually do* what they say they do. They prove it by keeping records of what has been done. These records are audited in-house and by the external assessor.

The Quality Management System governs the whole DT Civils Management system. The QMS features a Policy Statement and Group Quality Arrangements (QMS series).

The nominated SHEQ Representative is responsible for maintaining, operating and improving the Management System in a structured fashion and with a common theme and style. Every document is subject to controls provided by the Responsible Person. The Company takes an integrated approach covering the QMS, EMS and OHSMS.

A standard format is adopted for policy and procedural documentation. Documents may be printed but become uncontrolled at this point.

A Management system overview will be briefed out to all new starters whilst existing employees have been briefed and receive update briefings when and if the system is changed.



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