

## Stone Applications Quality Policy Statement

Stone Applications UK Ltd (SA) ensures that this statement and the associated procedures apply to all activities and work undertaken within the company. BCM can demonstrate its ability to consistently meet customer, statutory and regulatory requirements together with its commitment to enhance customer satisfaction through conformity with client needs and continual improvement of our systems.

SA's success is based on the quality and commitment of its experienced and professional management and construction personnel. Ongoing development of our operations and upgrading of equipment and facilities ensure that we combine the best in modern building techniques with the best in traditional craft skills. Not only are we committed to producing a quality product, but also in providing our clients with a quality service throughout the construction of our projects and products

The SA approach is to listen and openly discuss the individual needs of every contract so our clients receive what they require and more importantly, know exactly what they are getting before any contract is signed. We work closely and collaboratively with our clients throughout project delivery to ensure their expectations are met.

SA's philosophy is to maintain, and improve if possible, our record of providing work of the highest quality, in accordance with the clients' requirements, on time and within budget. To this end we endeavour to work as a team in a spirit of co-operation with the client and their professional representatives.

SA is committed to:

- Continue to fully meet the requirements of BS EN ISO 9001: 2008
- Setting and monitoring Targets and Objectives
- Reduce incidents and customer complaints
- Identify improvements to existing working practices
- Provide Products and quality project management service through the delivery of projects and end Products
- Continually evaluate the effectiveness of HSQE Plans, Work Package Plans and Task Briefing sheets etc.
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For SA to achieve the above objectives, all employees & sub-contractors must:

- Understand the client's requirements.
- Be responsible and accountable for the quality of service and quality of work

The Directors of SA are totally committed to this Statement which complies with the requirements of BS EN ISO 9001: 2008 and is understood and implemented by all employees & sub-contractors.

This statement will be reviewed annually (or as and when required) by the Directors.

It is briefed and acknowledged by all employees on induction and following any policy changes. It is also available to suppliers, clients and the public on the SA website [www.stoneapp.co.uk.co.uk](http://www.stoneapp.co.uk.co.uk)



STONE  
APPLICATIONS

IMPORT DESIGN  
FABRICATE INSTALL

# Stone Applications UK Ltd Quality Plan & Policy Statement

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## Quality Plan

During the main processes of Material Supply and Installation there are planned quality processes and checkpoints as described in the Quality Plan.

### Material Supply

Small Orders –

Approximately 400m<sup>2</sup>

Pre-dispatch

- Photographs supplied of slabs ordered
- 30cm x 30cm control samples of each stone sent to show colour variation
- Control samples checked and accepted

On receipt of delivery

- Each batch is checked against the control sample and accepted
- Client verification of the delivered slabs (as required)

Large Orders – up to 10000m<sup>2</sup>

Pre-dispatch

- Representative of Stone Applications reviews the ordered slabs, takes photographs, apply reference and selects control samples to be used.



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## Installation

### Pre-installation

- Drawings verified
- Control Sample Verified
- Stone selection requirements verified
- RAMS supplied
- Weekly program of installation and resource requirements created
- Mobilization check list completed

### During installation

- Daily work reports by all operatives submitted to the Project Manager
- Weekly progress / quality assurance reports are submitted to client and SA directors by Project manager
- Weekly programme and labour resource audits are conducted by Project Manager
- Weekly progress meetings

### Post installation

- QA1 sign off form completed for each area and submitted to the Project Manager
- QA2 client handover sheet form completed for each area and signed off by client
- Full handover sign off on job completion
- Operation and maintenance Manual supplied