

# WorkDoc360

Professional Construction Compliance Documents

## Document Information

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## Quality Manual

### QUALITY MANUAL

#### 1. INTRODUCTION

This Quality Manual establishes the framework for the Company's Quality Management System (QMS) in accordance with ISO 9001:2015 requirements. This manual demonstrates our commitment to delivering high-quality products and services whilst continually improving our processes.

#### 2. SCOPE

This Quality Management System applies to all activities, products, and services provided by the Company, including:

- Construction and building services
- Project management
- Health and safety compliance
- Customer service delivery
- Subcontractor management

#### 3. QUALITY POLICY

The Company is committed to:

- Meeting customer requirements and exceeding expectations

- Complying with all applicable legal and regulatory requirements
- Continuous improvement of our Quality Management System
- Providing adequate resources for quality management
- Regular review and enhancement of our processes

#### 4. MANAGEMENT RESPONSIBILITY

Senior management demonstrates leadership and commitment to the QMS by:

- Taking accountability for the effectiveness of the QMS
- Ensuring customer focus is maintained throughout the organisation
- Establishing and communicating the quality policy
- Ensuring the availability of resources
- Conducting management reviews

#### 5. RESOURCE MANAGEMENT

The organisation ensures adequate resources are available including:

- Competent personnel
- Appropriate infrastructure
- Suitable work environment
- Monitoring and measuring equipment

#### 6. PROCESS APPROACH

Our QMS is based on the process approach, identifying and managing interrelated processes to achieve consistent results and customer satisfaction.

#### 7. DOCUMENTATION

The QMS documentation includes:

- This Quality Manual
- Documented procedures
- Work instructions
- Records demonstrating conformity

#### 8. CONTINUOUS IMPROVEMENT

The organisation continually improves the effectiveness of the QMS through:

- Internal audits
- Management reviews
- Corrective and preventive actions
- Customer feedback analysis

This manual is controlled and maintained by the Management Representative.

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