Derlin Construction Limited
QUALITY POLICY MANUAL
ISO 9001:2008

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Document history.

No	Date	Issue	Brief description of history	Apprd. by
3	March 10	QM -2006 D	Revised to address ISO 9001:2008	M McC
2	May 09	QM -2006 C	Revised for LUL Rule Books	M McC
1	Jan 07	QM -2006 B	Revised for Target Setting	M McC
1	May 06	QM -2006 A	Initial approved version	M McC

Signed by: _____ Date: _____

Quality Manager

CONTENTS

For ease of reference the ISO 9001:2008 section numbers are used in this manual.

1   COMPANY PROFILE

Derlin Construction is a family owned civil engineering and construction business. The business focuses mainly on railway and tube maintenance activities. It serves several major clients and is a main contractor to Metronet.

1.1   Scope.

The company is engaged in the provision of civil engineering, construction/refurbishment services.

2   CAPABILITY

The majority of the works are Railway related, and a major element in the Quality System is the conformance to and demonstration of conformance to the detailed requirements of this (and all) customers contract terms.

The Company Quality Policy is applicable to all employees and covers all departments and subcontractors. The Quality Policy and Objectives are defined in this manual.

3   TERMS and DEFINITIONS

Company

The company referred to in this manual is Derlin Construction Ltd.

Suppliers

Companies and sub-contractors providing general material or services to the company.

Operatives

Employees or sub-contract staff who carry site work.

Customers/Clients

Organisations such as Metronet or other clients.

The management

The Directors and managers responsible for policy decisions and quality system implementation.

Service/Product

The terms referred to in the standard can also mean product or deliverables as appropriate to the work concerned.

The standard

ISO 9001: 2008 –Quality Management System Requirements.

Quality Policy Manual QM-2006 D

4   QUALITY MANAGEMENT SYSTEM

4.1   General Requirements

To provide a structure to enable Derlin Construction Ltd to continue to satisfy its clients requirements and continually improve its performance, a documented quality management system (QMS) has been implemented that satisfies the requirements of ISO 9001:2008. The QMS addresses the 23 requirements of ISO 9001: 2008 within a structured management system to bring about improvements in the commercial service provided to clients, in the health and safety of staff and other parties and in the environmental impact of the business. Railway specific Health and Safety Requirements are included in the QMS (see PR12). However, there is a stand alone Health and Safety Policy and set of detailed Arrangements for Health and Safety that is managed independently of the QMS and updated by a specialist body, The Health and Safety People.

QMS requirements are arranged and managed as a system as follows in an improvement cycle based on the PLAN, DO, CHECK, ACT principle:
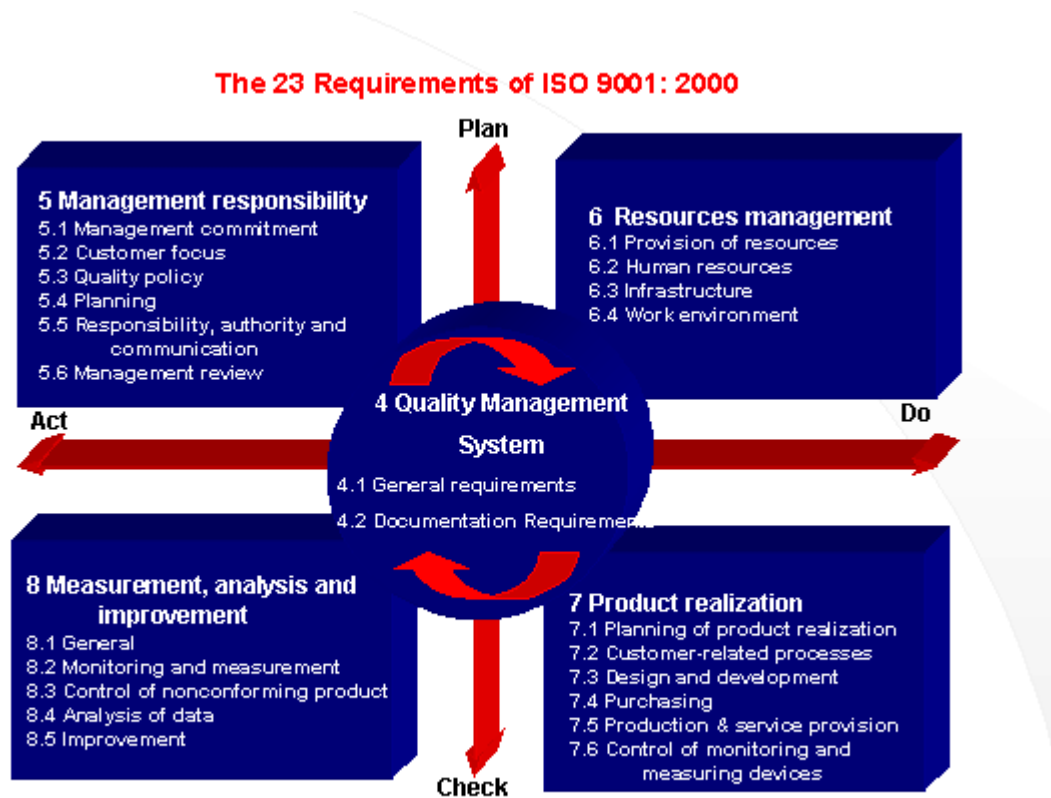

The 23 Requirements of ISO 9001: 2000

Plan

5 Management responsibility
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5.5 Responsibility, authority and
        communication
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Do

8 Measurement, analysis and improvement
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7.2 Customer-related processes
7.3 Design and development
7.4 Purchasing
7.5 Production & service provision
7.6 Control of monitoring and
        measuring devices

Check

Fig 1

Process links.

> The way that each of these processes are controlled and monitored is described in the relevant Quality Procedures to ensure that the inputs and outputs are consistent with specified requirements and encompass any statutory or regulatory requirements.
>
> A full list of Quality Management System procedures and process diagrams is given in Appendix A of this manual.
>
> The sequence and interaction between each of the business processes is outlined in the flowchart below and in more detail within the operational procedures.
>
> A detailed process map of the Quality Management System is maintained by the Quality Manager.

Quality Management Flow Chart CP1

> The diagram shown below in Fig 2 illustrates some of the main links between processes. Each core business processes can be seen as the activities that use inputs, for example materials, equipment and trained staff for the realization of outputs required by clients. That is the final construction work and service provided.

Exceptions to the standard

> The company does not make use of inspection, monitoring and measuring devices, section 7.6. It has only a minimal involvement in design processes 7.3.
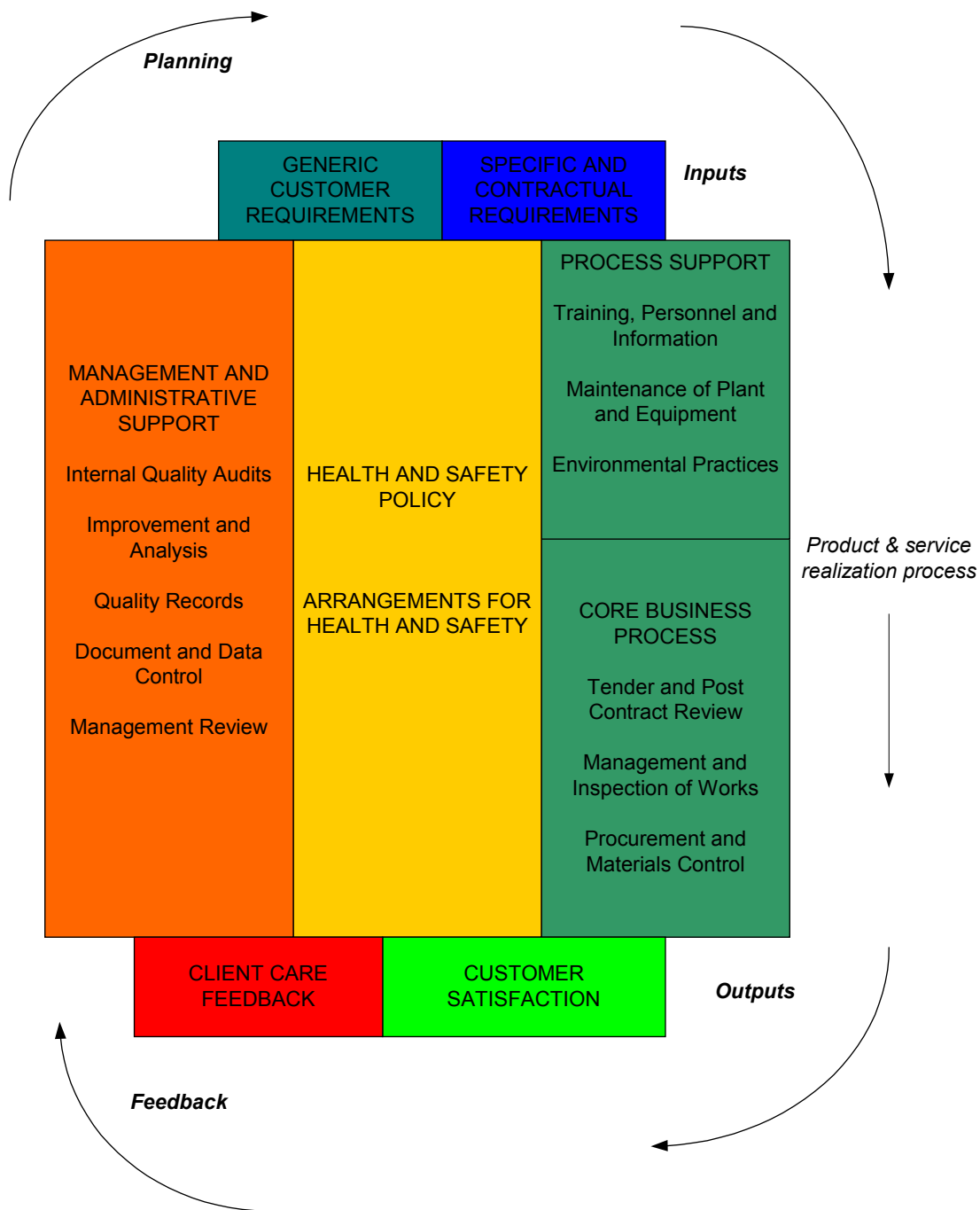
Planning

| GENERIC CUSTOMER REQUIREMENTS | SPECIFIC AND CONTRACTUAL REQUIREMENTS | Inputs |

PROCESS SUPPORT

Training, Personnel and Information

Maintenance of Plant and Equipment

Environmental Practices

MANAGEMENT AND ADMINISTRATIVE SUPPORT

Internal Quality Audits

Improvement and Analysis

Quality Records

Document and Data Control

Management Review

HEALTH AND SAFETY POLICY

ARRANGEMENTS FOR HEALTH AND SAFETY

Product & service realization process

CORE BUSINESS PROCESS

Tender and Post Contract Review

Management and Inspection of Works

Procurement and Materials Control

CLIENT CARE FEEDBACK

CUSTOMER SATISFACTION

Outputs

Feedback

Fig 2

Process arrangement diagram

4.2 General

4.2.1 Documentation requirements

Quality management system documentation is fully described in this quality policy manual. The comprehensive documented quality procedures and process flow charts referred to, have been produced to reflect the interaction of key processes.

In addition to the mandatory procedures, other procedures have been developed and maintained to effectively control business activities.

Documentation is focussed on common and repeated activities that can be managed as a process, leaving managers and staff to address rare and special incidents through non standard arrangements as appropriate. It is common for Clients to define their own management requirements and to provide relevant standard forms and instructions. Obviously these are adhered to for the relevant projects. A common theme within the QMS documentation is that requirements and issues are identified according to business risk as either high, medium or low priority. This assists management activity and reduces bureaucracy that can result from a one size fits all approach.

4.2.2 Quality manual

The quality policy manual, has eight sections using the same references as the standard, with sub-sections referencing quality procedures (See Appendix A for list of PRs). Relevant working documents and forms are referenced in the procedures. Reference is also made to the Health and Safety Policy and Arrangements. It should be noted that these are comprehensive documents and are managed as a stand alone Health and Safety system with the assistance of an external specialist.

4.2.3 Control of documents - general

The company recognises that essential documents and data supporting the quality management system should be defined, controlled and maintained for ease of access and future analysis.

All Quality Documents are identified by a revision number, approved, issued and controlled by the Quality Manager.

Changes to controlled documents and procedures are recorded and approved before implementation.

The Quality Manager keeps a master list of current procedures, work instructions and associated forms and working documents .

List of Quality Documents QD1

A record of external documents received by the company is kept and maintained by the Quality Manager.

The company practices good I.T. control over the deployment of electronic media and observes the agreed disciplines to protect essential data.

Document & Data Control Procedure PR10

4.2.4 Control of records
Quality records are kept to demonstrate that agreed requirements and specifications have been met throughout operational processes.

A procedure details the locations, responsibilities and defined storage times for records. Archived records, showing conformance to procedural requirements are of value to future reviews, influencing improvements in the system. These materials are stored in a manner to protect them from deterioration and are readily retrievable for system audit as required.

Control of Records Procedure PR9

5. MANAGEMENT RESPONSIBILITY

5.1 Management commitment
We acknowledge the joint goals of meeting client expectations and conforming to regulatory and legal requirements within the agreed scope of operations and this manual. The Directors and Quality Manager are committed to conducting meaningful Quality Management Reviews and ensuring necessary resources identified during the review for the successful achievement of company objectives.

Other staff members are asked to attend Quality Management Review meetings at appropriate times.

5.2 Customer focus
The company has a proactive approach to client care and obtaining feedback about satisfaction. Client needs and expectations are evaluated to assure that these elements are converted into requirements that can be fulfilled, to protect the companies reputation and achieve ultimate 'client satisfaction'.

Improvement and Analysis PR7

5.3 Quality policy
The company communicates commitment to identifying quality objectives and continual improvement by the promotion and display of the Quality Policy Statement.

The Quality Policy Statement is displayed on the company notice boards and forms part of the induction process of all new staff on joining the company.

The Quality Policy is signed by the Managing Director of the company, controlled and reviewed by management for ongoing suitability.

Quality Policy Statement QD850

5.3.1 Quality policy statement

The awareness of Quality issues and the maintenance of Quality Standards is regarded with paramount importance within the company, to enable the company's reputation for quality, its technical excellence and profitability to be maintained; so that the needs and expectations of customers can be met competitively.

The policy extends throughout all administrative, procurement, installation and supporting services, workmanship, and relationships with customers and suppliers.

All employees therefore share the responsibility for Quality.

The Quality System described herein is designed to comply with ISO 9001: 2008 which provides a framework for definition, control, monitoring, corrective and preventive action associated with products and services provided by the company.

It is also regarded as a Quality Objective that all procedures should be simple to understand and implement, applying the minimum controls essential to the effective operation of the organisation.

Quality Policy Statement QD850

There are a separate Environmental Practice and Equal Opportunity Policies. In addition there is a stand alone set of Health and Safety documents which include a detailed Health and Safety Policy.

Equal Opportunities and Race Relations policy QD800
Environmental Policy QD900

5.4 Planning

5.4.1 Quality objectives

The company has established quality objectives for key functions and levels, within the company.

The objectives are both measurable and consistent with the company's Quality Policy commitment to continual improvement.

QMS procedures have a process structure based on defined objectives, see Appendix 1.

QUALITY OBJECTIVES

QUALITY; All Derlin's employees shall adhere to the Quality Policy and its Objectives
COMMERCIAL; All projects to be completed within the budget costings and final accounts to be submitted within 1 month of completion.
SAFETY; To have no reportable accidents / incidents
ENVIROMENT; All Derlin's employees shall adhere to the Environmental Policy
PROGRAMME; All works to be completed to agreed dates with Client
COMMUNICATION; Management and employees are to strive to provide effective feedback at all levels of the management structure
CUSTOMER SATISFACTION; Senior management are to listen to our Clients and fully respond to all positive / negative feedback which shall be recorded on relevant forms and have a minimum target of 70%.

Feedback from the Quality Objectives is to be fed back to the monthly management meeting were it will be processed for improvement and trend analysis.

A major requirement under ISO 9001:2008 is the establishment and fostering of a culture of continual improvement within all levels of the company, with a proven system to record and monitor such improvement.

Another fundamental building block of the standard is the commitment of senior management to Customer care and satisfaction, and how top management focuses and strives to improve its relationship with it's Clients.

5.4.2 Quality management system planning

The company has identified key activities necessary to achieve continual improvement in the quality management system.
Quality Planning is an integral part of the quality management system.
Quality planning is required for all activities and is a natural part of project management and administration.
The ethos of Quality Planning under ISO 9001:2008 is the requirement of senior management to strive for continual improvement at all levels of the company.
Quality Planning shall be reviewed at the Monthly Management meetings.

Quality Planning for specific projects shall include the preparation of quality plans relevant to each contract.

For projects where Derlin's are the Principle Contractor, i.e. Local Authority and Housing contracts, a Quality Plan shall be prepared for submission to the Client/Client Representative, including a Method Statement, programme, and relevant Health & Safety/ Inspection Checklists as applicable, including provision for the compiling and updating of information for the CDM Regulations.
The detailed format for Quality Plans are detailed within Management and Inspection of the Works procedure.

Management and Inspection of Works PR3

5.5 Responsibility, authority & communication

The administration of the quality management system is outlined in this section of the quality manual.

5.5.1 Responsibility & authority

The Flow charts, Quality Procedures, Process Sheets and Work Instructions identify functions and responsibilities to facilitate effective quality management throughout all the processes in the company.
Attached is a copy of Derlin Limited Organisational Chart, showing senior management and their interactive relationship within the company.

The reporting and management structure is shown in Appendix B of this manual with individual's Jobs. Further responsibilities of Directors, Site Supervisors, Sub-contractors and Operatives are provided in the Health and Safety Policy manual.

5.5.2 Management representative

The company has appointed the Quality Manager in the capacity of Management Representative as a key member of the Management Team, supported by the Managing Director.

Customer requirements and quality awareness are promoted throughout the company. As shown in the attached Organisational Chart, the Management Representative is Michael McCormack, whose responsibilities are as follows:

- ensuring that processes needed for the quality management system are established, implemented and maintained.
- reporting to top management on the performance of the quality management system and any need for improvement.
- ensuring the promotion of awareness of customer requirements throughout the company.

The Management Representative shall report to senior management via the monthly meetings, which will show and record the lines of internal and external communication. These shall then be collated within the Half-Yearly meetings which shall provide top management an opportunity to take an overview of the company's present requirements as well as setting out it's future goals and aspirations.

5.5.3 Internal communication

We recognise the value of promoting meaningful communication between all levels and functions in the company.

Meetings are held, when required, to identify and improve all aspects of the quality management system. Flow charts and photographs are used to assist communication and explain a process when required.

Departmental and individual meetings are held by the managers to continually improve communications and update the staff.

Employees are routinely consulted about all aspects of their work, particularly with regard to Health and Safety (See Arrangements for Health and Safety Manual – Section D).

5.6 Management review
5.6.1 General

Full Quality Management Reviews are held at least twice a year, in addition to routine monthly meetings. The Quality Manager is responsible for convening these meetings. The effectiveness and continuing suitability of the quality management system and external audit requirement is reviewed in respect to the company Quality Policy and Business Plan. This is carried out by the Managing Director and Quality Manager at Quality Management Review Meetings.

A record of these meetings is taken by the Quality Manager or another in his absence and circulated promptly after the meeting to those present and others who may have been implicated during the meeting.

Management Review procedure PR8

5.6.2 Review input

The standard review agenda is structured around a plan, do, check, act approach to quality management and is focussed on identifying improvement objectives and actions in the following areas:

- Review actions from previous meeting.
- Audit results, both internal and external;
- Customer feedback and complaints;
- Changes to regulatory or customer requirements;
- Business results;
- Supplier and Sub-contractor performance
- Business changes that could effect the quality system;
- Recommendations / ideas for improvement;
- Status of actions to prevent possible failure or correct actual failure;
- Analysis of quality action reports;
- Other issues.

5.6.3 Review output

Corrective and preventive actions from the review are recorded and prioritised based on standard risk criteria. Agreed actions address the following as appropriate:

- QMS and process effectiveness
- Customer requirements / satisfaction
- Training and other resource needs

Minutes of the Quality Management Review Meetings are circulated within the company and relevant matters discussed at all levels by managers.

Management Review procedure PR8

6. RESOURCE MANAGEMENT

6.1 Provision of resources

The company's top management routinely identify resources needed to implement and where possible, improve our operational and management systems and evaluate customer satisfaction. Resource considerations include materials, equipment and trained operatives to meet commercial demand. Resource issues are identified and addressed in accordance with relevant operational procedures.

Procurement and Materials Control PR4
Training, Personnel and Information PR2

6.2 Human resources
6.2.1 General

During the planning of any new contracts, the company evaluates the current workload to verify that the resource exists to undertake the work.
Contract review meetings may highlight the need to provide additional training for existing personnel or the recruitment of additional operatives/employees or sub-contractors.

6.2.2 Competence, awareness & training

The company has identified competency levels for personnel performing activities affecting quality output and these are shown on the operatives and staff training records. Training needs are reviewed and, where necessary, approved internal or external training resourced to satisfy these needs.
The effectiveness of training provision is evaluated, including Health and Safety training, to ascertain if the need is satisfied or further training should be undertaken.
All employees and operatives are made aware of the importance and relevance of their contribution to the overall achievement of their quality objectives.

The company maintains Job Descriptions, Competences and Training Records as part of each employee's development.
The records show education, experience, training and qualifications relevant to existing or potential work in the company.

Training, Personnel and Information PR2
Health and Safety Supplement PR12
Health and Safety Policy and Arrangements

6.3 Infrastructure

All areas of the company are provided with the infrastructure required to meet client and regulatory requirements. This includes buildings, workspace, equipment, communications and supporting services, including those required for Health and Safety Arrangements.

Maintenance of Plant and Equipment PR5
Arrangements for Health and Safety (Section G)

6.4 Work environment

The working areas throughout the company are kept clean, warm and tidy with a separate kitchen. Appropriate work environments have been considered and implemented. This includes training and meeting areas, office space, IT utilities and support. Health and safety and Environmental issues have been considered and appropriate steps taken to provide safe working conditions. Section U of Health and Safety Arrangements provide detailed guidance for the environmentally responsible and safe disposal of waste.

Environmental Practices PR11
Equal Opportunities and Race Relations policy QD800
Environmental Policy QD900
Health and Safety Policy and arrangements

7. SERVICE REALISATION

7.1 Planning of realization processes

Product and service realization processes are described in the process diagram Fig 2. Quality planning is carried out in a variety of ways described in the Management and Inspection of Works procedure as appropriate to the size and complexity of particular projects and relevant client requirements.

Verification and validation of work is carried out as relevant to contract details or documented processes. Procedures provide details of the required inspection records.

Tender and Post Contract Review PR1
Procedures per Appendix 1

7.2 Customer related processes

7.2.1 Determination of requirements related to the product/service

During contract review discussions, we determine customer specified requirements, such as availability, signage and any subsequent support required.

We also consider any statutory or regulatory standards, legal obligations and other issues relating to client requirements, including Health and Safety.

7.2.2 Review of requirements related to the product/service

All quotations, orders, tenders and statements of requirements received by any means are reviewed on receipt to verify the capability of the company to meet the requirements of the client with regards to operational specification and resources.

If a customer does not provide a documented order, we confirm any ambiguous issues before acceptance and order processing begins.

Any subsequent amendments to originally agreed requirements are evaluated and implemented to ensure that the company retains the ability to conform to all defined requirements and all personnel are informed.

7.2.3 Customer communication

We review ways to improve communication with our customers regarding product and process information.

All enquiries and subsequent contacts including customer feedback and customer complaints are recorded and monitored.

7.3 Design & development

Any design carried out on behalf of Derlin Construction will be carried out by an Approved Supplier, who shall also be subject to further assessment by the Quality Manager to confirm their competence.

Designer approval includes the provision of referees, evidence of suitable current professional indemnity cover, qualifications, experience and membership of professional bodies. This is obtained through the critical supplier evaluation process.

Procurement and Materials Control PR4

Guidance on Construction (Design and Management) regulations (CDM) in relation to construction, repair and maintenance are given in Arrangements for Health and Safety (Section C).

Arrangements for Health and Safety

7.4 Purchasing
7.4.1 Purchasing process

The primary business critical purchasing activity involves the selection, training, supervision and control of sub-contractors.

The performance of existing suppliers and sub-contractors is evaluated by the Office Manager to maintain a current list of "Approved Suppliers".

The, Quality Manager reviews the performance of suppliers and subcontractors. Adverse quality reports about sub-contractors that give rise for concern are reported at Quality Management Review Meetings.

Other suppliers of business critical services, material or components are identified as high priority and reviewed.

Purchases of business critical products or services are only placed with companies or individuals that are on the Approved Suppliers list.

The status of our suppliers and sub-contract operatives performance is reviewed and updated annually.

7.4.2 Purchasing information

All purchase orders are sequentially numbered and are raised for the purchase of materials and services that affect quality.

Purchase orders contain sufficient data to uniquely and clearly identify items or services ordered including any special quality management system requirements.

Arrangements for Health and Safety (Section S) addresses Trade Contractors.

7.4.3 Verification of purchased product

A basic check of purchased items is carried out and noted for reconciliation with the relevant delivery note and invoice.

If the company or its clients require verification of purchased products or services to take place at the supplier's premises or place of work, details are given on the purchase documents.

Verification of sub-contract operatives work is done through inspection and site auditing processes, including third party assessment of training. It is then continued through routine supervision and management activity, including client feedback.

Procurement and Materials Control PR4
Management and Inspection of Works PR3

7.5 Production & service provision
7.5.1 Control of operational services

The company demonstrates its commitment to continuous improvement within the quality management system by planning and controlling Works operations.
When operational requirements are identified, adequate training for correct safe handling and behaviour is given to the relevant personnel.

7.5.2 Validation of processes for service provision

Process validation is integral to the end to end management of business operations and the audited quality management system. Where possible Works processes are demonstrated to clients, who have the opportunity to provide feedback and make improvements. These can be contract specific or business wide, in accordance with the Management and Inspection of Works procedure.

7.5.3 Identification and traceability

All operational activities are traceable to relevant operational records. Daily records of site activity provide traceability of staff involved in carrying out work or inspection.

7.5.4 Customer property

If any customer's property is found to be damaged, a report is made and the customer is advised.

Procurement and Materials Control PR4

7.5.5 Preservation of product

The company is committed to preserving the conformity of our product/service to customer requirements, throughout all operations and ultimate delivery. The document control procedure addresses the preservation of contract documents and data.
As part of this commitment; identification, handling, packaging, storage of related Section H of Arrangements for Health and Safety provide specific procedures for handling of substances.

Management and Inspection of Works PR3
Document and Data Control PR10

7.6 Control of monitoring & measuring devices
The company does not have any measuring or test equipment.

8. MEASUREMENT ANALYSIS & IMPROVEMENT

8.1 General

The contract review and planning processes ensure that the company defines, plans and prepares implementation of any test or inspection activities to be undertaken to assure conformity to agreed processes and achieve improvements. This is in addition to routine inspection and feedback of site activities by the Operations Manager.

The use off statistical techniques is limited to an analysis of key improvement indicators for management review.

Tender and Post Contract Review PR1

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

Quality action forms and client satisfaction forms are used to record details of customer feedback. Each customer or site meeting is viewed as an opportunity to capture improvement data, whether positive or negative. Also feedback from independent auditors and consultants is captured as it can have a significant impact on the risks to the business and its ability to improve.

Improvement and Analysis PR7

8.2.2 Internal audit

The effectiveness of the Quality system is maintained by scheduled internal quality system audits. Audits are carried out with a focus on business risk and benefit with regard to Business Plan aims and objectives.

Internal Audit PR6

All sections of ISO 9001: 2008 are audited by a trained auditor at least annually but more often when required.

The Quality Manager is responsible for allocating a trained person to carry out internal audits.

Independent audits are carried out on those activities that are the direct responsibility of the auditors as far as practicable with the size of company.

Audit reports are reviewed at management review meetings to monitor the effectiveness of actions and identify any adverse trends.

The company recognise the need for timely corrective action where non-conformances are discovered during audits.

Management Review PR 8

8.2.3 Monitoring & measurement of processes

The company applies suitable measurement and monitoring methods to confirm our continuing ability to satisfy and ultimately meet our customer requirements.

8.2.4 Monitoring & measurement of services

The company monitors results against client requirements to verify that all requirements are met.

Operational records are kept and indicate the authorised personnel responsible for Works operatives' performance. This is monitored and any incidents of concern noted and acted upon.

8.3 Control of nonconforming product/service

The Quality Reporting processes record nonconforming incidents, inappropriate behaviour, defective materials, repair or construction occurring within our operational activities. Incidents or failure records are investigated and corrective/preventive actions instigated. This is carried out in liaison with the client, taking in to account any agreed concessions or workarounds. Agreed corrective and preventive actions are subject to re-verification activities.

Company and site emergency procedures are detailed in Section M of the Arrangements for Health and safety.

Management and Inspection of Works PR3
Procurement and Materials Control PR4
Arrangements for Health and Safety

8.4 Analysis of data

The company collects and analyses Improvement Reports, Complaints, claims, both valid and invalid, client feedback, long term trends and sub-contractor performance to evaluate ongoing effectiveness of the quality management system and to identify potential area of improvements.

Improvement and Analysis PR7

8.5 Improvement
8.5.1 Continual improvement

All elements of the quality management system support continual improvement based on the application of a plan – do – check - act approach to process change and control. Corrective and preventive actions resulting from audit results, Quality Action reports and measurement data analysis contribute to this.

8.5.2 Corrective action

The company implements appropriate corrective action in response to risks, process gaps, defective materials, work and adverse incidents to ensure that causes are traced and eliminated where possible.

8.5.3 Preventive action

The company further identifies possible preventive action to eliminate the causes of potential future risks, process gaps and adverse incidents that could occur in our system. Preventive actions are evaluated for cost benefit and appropriateness before applying to the potential problems they are proposed to eliminate.

The company is committed through the measurement and monitoring of key activities to evaluate success and analyse failure throughout end to end processes.

The company are committed to a programme of Internal Auditing that tests ongoing conformance and effectiveness of our quality management system.

All members of the company are encouraged to use Quality Action Reports to bring attention to examples of future risks, process gaps and adverse incidents or Health and Safety hazards in addition to complaints, and suggestions for improvements in operational processes.

Improvement and Analysis PR7
Health and Safety Supplement PR12
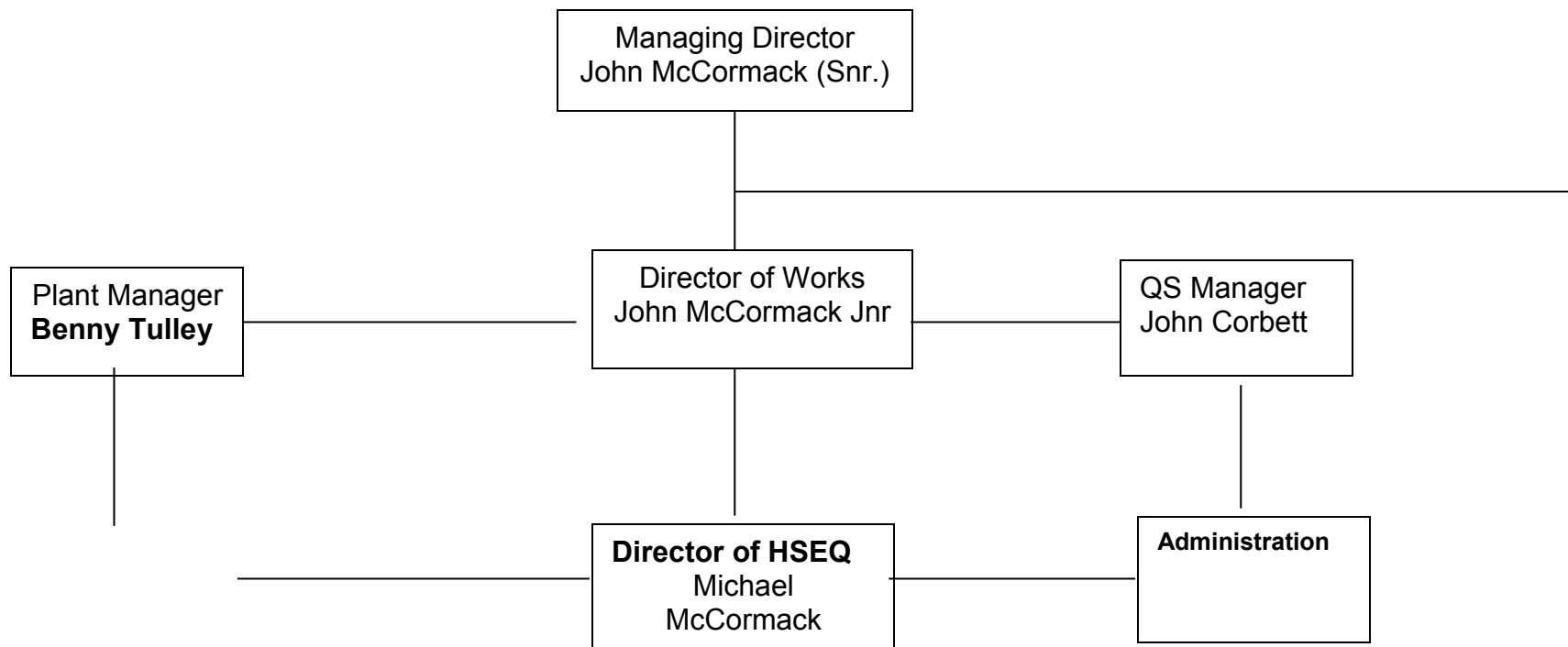**Arrangements for Health and Safety**

APPENDIX A

Quality System Procedures and Policy documents

CORE PROCESSES

PR1	Tender and Contract Review
PR2	Training, Personnel and Information
PR3	Management and Inspection of Works
PR4	Procurement and Materials Control
PR5	Maintenance of Plant and Equipment
PR6	Internal Quality Audit
PR7	Improvement and Analysis
PR8	Management Review
PR9	Quality Records
PR10	Document and Data Control
PR11	Environmental Policies
PR12	Health and Safety Supplement
QD1	List of Quality System Documentation
QD800	Equal Opportunities Policy
QD850	Quality Policy Statement
QD900	Environmental Policy
Section One	Health and Safety Policy
Section Two	Arrangements for Health and Safety

Derlin Construction Limited
ORGANISATION CHART

Dated – January 2007

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                    ┌─────────────────────────┐
                    │    Managing Director     │
                    │  John McCormack (Snr.)   │
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Plant Manager **Benny Tulley**	Director of Works John McCormack Jnr	QS Manager John Corbett

Director of HSEQ Michael McCormack	**Administration**

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Accounts
    Rajni Jagpal

Health &
Safety

The Health &
Safety People

Supervisor
Site

Supervisor
Site