



## **ICW Building Control Quality Policy**

The continuing policy of ICW Building Control is to provide a consistent, competent and compliant building control service that satisfies the requirements of our clients now and in the future.

We aim to achieve this by:

- establishing a Quality Management System that complies with the internationally recognised BS EN 9001: 2015
- achieving, maintaining and enhancing client satisfaction with our building control service
- adopting a risk-based approach to quality management and achieving this by forward planning, monitoring risks, opportunities and compliance obligations of the quality management systems.
- meeting all statutory and regulatory requirements, and any other compliance obligations
- actively monitoring the needs and interests of relevant parties and issues that could affect the quality management system and its business objectives.
- ensuring all staff are fully competent to carry out their specific roles
- ensuring through communication, engagement and training, that quality is the aim of all members of staff
- provide the appropriate training opportunities and resources to support staff development and the achievement of business objectives
- reviewing the Quality Management System at planned intervals to ensure it is effective and achieving the stated quality policy.

The Board of Directors are committed to continually monitoring, measuring, evaluating and improving the effectiveness of our Quality Management System. We will set and regularly review our quality objectives in Management Review Meetings and address the risks and opportunities in line with the framework laid down within BS EN ISO 9001:2015 standard.

Signature: Neil Horsfall

Managing Director  
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