

# LANGHAM FACILITIES

## QUALITY ASSURANCE POLICY

Langham Facilities is committed to not only fulfilling our Clients expectations of quality, but instead exceeding them. There is an obsessive culture of quality and attention to detail that is understood by all. A culture of never settling for less or allowing poor workmanship. We constantly aim high and produce the best.

### OBJECTIVES

Our clients expect the best service we can provide and our objective is to guarantee that the journey from commencement to handover will be stress-free and to the highest standards, maintaining our ethos of integrity. We will achieve these high standards through maximum communication, consistent high level management and determination to provide an in-defective final product.

### ARRANGEMENTS

We have a commitment to meet legal and regulatory requirements as well as our Clients requirements. We attain these requirements by enforcing Quality Assurance Procedures (QAP). Depending on the division of Langham Facilities and level of service provided we have pre-planned stages and methods which all work to an end goal of providing complete quality assurance. At each stage of a project there are checklists that need to be approved by every level of management before moving onto the next stage.

These checklists are also subsidised by supporting documents which provide step-by-step installation requirements for each construction activity, ensuring each has been done to the highest standard.

### RESPONSIBILITIES

- It is the responsibility of the Managing Directors to review, approve and achieve this policy's aims.
- It is the responsibility of Senior Management to ensure our objectives are achieved.
- It is also the responsibility of the Senior Management to ensure the processes needed for the QAP are established, implemented, maintained and reviewed as well as report on the performance of the QAP and any improvements needed.

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- It is the responsibility of all Managers to implement and enforce the processes and procedures defined in the QAP.
- It is the responsibility of all employees to comply with this policy and company procedures.



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