

QUALITY POLICY

Policy Statement

Varna Engineering Services Ltd is committed to delivering high-quality mechanical, electrical and building services installations that consistently meet or exceed the expectations of our clients.

The Company recognises that quality is fundamental to the success of our business and is committed to maintaining the highest standards of workmanship, professionalism and customer service across all activities.

Our objective is to provide services that are safe, compliant, defect-free and completed right first time wherever reasonably practicable.

We are committed to:

- Understanding and meeting client requirements.
- Delivering work in accordance with specifications, drawings, standards and contractual obligations.
- Achieving a high standard of workmanship on every project.
- Preventing defects through effective planning, supervision and quality control.
- Employing competent and suitably trained personnel.
- Working in compliance with all relevant legislation, regulations and industry standards.
- Promoting a culture of continuous improvement throughout the business.
- Monitoring and reviewing our performance to identify opportunities for improvement.

The Managing Director accepts overall responsibility for ensuring this policy is implemented throughout the organisation.

Quality Objectives

Varna Engineering Services Ltd aims to achieve the following quality objectives:

Client Satisfaction

- Deliver projects safely, efficiently and professionally.
- Respond promptly to client requirements and concerns.
- Build long-term relationships based on trust and reliability.

First Time Fix

- Complete installations correctly at the first attempt.
- Minimise defects, rework and remedial visits.
- Ensure works are completed in accordance with approved drawings and specifications.

Compliance

- Comply with all applicable legislation and industry standards.
- Ensure all works are undertaken in accordance with current regulations and manufacturer requirements.
- Maintain compliance with NICEIC requirements and other relevant accreditations.

Continuous Improvement

- Review quality performance regularly.
- Investigate quality issues and implement corrective actions.
- Learn from feedback, audits, inspections and completed projects.

Responsibilities

Managing Director

The Managing Director shall:

- Promote a positive quality culture throughout the business.
- Provide adequate resources to achieve quality objectives.
- Review quality performance and client feedback.
- Ensure continual improvement initiatives are implemented.
- Monitor compliance with this policy.

Managers and Supervisors

Managers and supervisors shall:

- Ensure works are carried out in accordance with specifications and standards.
- Monitor workmanship standards.
- Carry out inspections and quality checks.
- Ensure operatives understand project requirements.
- Address quality issues promptly.
- Maintain quality records where required.

Employees and Operatives

All employees and subcontractors are responsible for:

- Carrying out work to the required standard.
- Following drawings, specifications and procedures.
- Reporting defects, errors or quality concerns.
- Taking pride in workmanship and attention to detail.
- Participating in training and improvement initiatives.

Quality Management Arrangements

To ensure consistent delivery of quality services, the Company shall:

Planning

- Review project requirements before work commences.
- Ensure suitable resources are available.
- Identify quality-critical activities during project planning.

Competence

- Employ competent and qualified personnel.
- Maintain training records and competency assessments.
- Provide ongoing training and development opportunities.

Inspection and Testing

- Carry out inspections throughout project delivery.
- Complete testing and commissioning activities where required.
- Verify compliance before handover.

Documentation

- Maintain accurate project records.
- Retain certificates, test results and commissioning documentation.
- Provide clients with relevant completion documentation where required.

Defect Management

- Record and investigate defects.
- Identify root causes where necessary.
- Implement corrective and preventive actions.
- Monitor recurring issues to prevent reoccurrence.

Supplier and Subcontractor Management

Varna Engineering Services Ltd recognises the importance of working with competent suppliers and subcontractors.

The Company shall:

- Assess subcontractor competence before engagement.
- Monitor subcontractor performance.
- Ensure products and materials meet required specifications.
- Encourage suppliers and subcontractors to maintain high quality standards.

Client Feedback

Client feedback is considered a valuable tool for continual improvement.

Feedback may be obtained through:

- Project reviews.
- Client meetings.
- Completion feedback.

- Defect reports.
- Complaints and compliments.

Where improvements are identified, appropriate actions shall be implemented.

Continual Improvement

The Company is committed to continual improvement by:

- Reviewing quality performance.
- Monitoring defects and non-conformances.
- Analysing client feedback.
- Reviewing training needs.
- Implementing corrective and preventive actions.
- Updating procedures where necessary.

Policy Review

This policy shall be reviewed annually or sooner if:

- Significant changes occur within the business.
- New legislation or standards are introduced.
- Quality performance indicates a need for improvement.

Approval

I confirm that this Quality Policy represents the commitment of Varna Engineering Services Ltd to delivering high-quality services and continually improving our performance.

Kind Regards,

Paul Swift

Managing Director

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