



The principle objective of the Quality Assurance Policy of F M Conway Ltd is to assure that services provided, fully meet our contractual obligations in terms of quality promises, cost and programme. We aim to conduct ourselves in a manner which facilitates sustainability and provides opportunity for new and existing clients.

The company seek to be responsible in areas of training, equality, development, safety and welfare of their employees and to encourage their participation in the continuous improvement of working practices and quality of services in order to build a sustainable future.

In order to meet the objectives outlined above, a programme has been determined, concerning all our activities and ensuring the fitness for purpose, performance and reliability of services provided. To accomplish this, the contents of the Quality & Environmental Manual define the procedures used and all of the staff of the company use these procedures where needed.

Procedures described in this manual have been introduced for the purpose of maintaining sound quality assurance practices within F M Conway, that conform to the requirements of the current issue of ISO 9001:2000 and ISO 14001:2004.

The company shall also undertake to comply with the requirements of other standards as is applicable to the nature of its activities to include National Highways Sector Schemes.

Audits of all the company procedures are carried out at regular intervals to ensure its continuing suitability and effectiveness in satisfying both the defined standards, internal policies and objectives and quality promises to our clients.

Responsibility for the maintenance and review of the Quality & Environmental Management System is that of the Director responsible for Safety, Health, Environment and Quality.

All employees of the company are required to comply and contribute to the provisions of the Quality & Environmental Management System. Managers are responsible for ensuring that their workforce are instructed in, understand, and comply with these requirements.

The Quality & Environmental Management System exists as an expression of, and means to, the achievement of management objectives for the company's operations. It does not and shall not be constructed to add to the statutory or common law obligations of the company.

Michael J Conway
Managing Director

