



# **QF\_01 Rev 08**

**Quality Policy**

**Originator: Colorado Goldwyn**

Retail Living Space Commercial

# Document Control

This document will be issued to all relevant parties. All amendments will be issued to the relevant parties by means of a RG Group document transmittal sheet.

Revision	Date	Description of amendments/changes	Authorised by:
00	Apr 2012	Created as part of the QMS Development	CG
01	Aug 2012	Updated to include statement of complying with legal & statutory requirements	CG
02	Feb 2017	Updated to reflect RGs core values of quality & vision in lines with 2015 standards	TM
03	Oct 2017	Updated 2008 reference with 2015 reference & 1 <sup>st</sup> paragraph	TM
04	Oct 2017	Updated with New MD signatory Trevor Puttick replace Jon Noble & New Company Format Applied	TM
05	Mar 2018	Reviewed for 2015 updated to reflect framework content	TM
06	Aug 2020	Reviewed and updated with reference to RG First Ethos and Principles in line with the ongoing improvements in our Company Direction.	TM
07	Feb 2021	Updated with New Joint MD Dave Dixon added	TM
08	Dec 2021	Updated with Dave Dixon Sole MD	TM

# Quality Policy

RG Group are externally audited by BSI Assurance UK Ltd and have been certified as meeting the requirements of the ISO 9001:2015 Standard for our Quality Management System.

We have a Policy of promoting continual improvement, which embraces our RG First ethos of managing RG activities by our one company approach, driving us all to focus consciously on managing situations and projects with RG in mind. This helps drive efficiency through planning, co-ordination, monitoring of performance and by the setting of quality objectives and improvement programmes within the Company. These are decided on and prioritised by the analysis of gathered data from our intranet system, RG Hub and our board and quality reports in line with the framework laid down within the ISO 9001:2015 Standard. These objectives address the risks and opportunities within the Company, as determined by Top Management.

We believe that Quality is critical to the success of our business, and base our approach on the following quality principles:

*Customer Focus.* RG Group is dedicated to delivering construction projects to the highest of standards to our Clients across the country.

*Leadership.* Senior Management are committed to maintaining compliance with all legal, statutory, regulatory and contractual and ISO 9001:2015 requirements and providing an environment suitable for staff to contribute to achieving RG Group's quality objectives.

*Engagement of People.* Our staff (agency or permanent) are seen as our most important resource, we aim to recruit & retain motivated and competent people and encourage their full involvement in the Quality Management System, in order to develop their abilities for the individual as well as the company.

*Process Approach.* Activities/Resources are managed as planned processes, producing the correct product, with minimum wastage & maximum efficiency at the correct time. These processes are then structured into our documented QMS system.

*Improvement.* RG are committed to ensuring continual improvement through the on-going review of our quality objectives and processes and delivering on our RG First principles.

*Relationship Management.* Our clients, suppliers, collaborative business partners and RG Group are interdependent. We seek to develop mutually beneficial relationships, to improve quality, reliability & increased efficiency.

*Evidence based decision making.* We will measure our performance through client key performance indicators, collect and analyze the data and use it to improve our processes.

This policy is periodically reviewed to ensure its continuing suitability, has been communicated to all RG staff and shall be made available to interested parties. It is endorsed by the Company's Directors and Management Team who take responsibility for the delivery of its aspirations.



David Dixon, Managing Director

14<sup>th</sup> Dec 2021