

# QUALITY POLICY



Loppingdale Plant Limited trading as LPL Construction Services (LPL) has built its success on solid foundations. Starting over 30 years ago from a small family business we now deliver a diverse range of construction solutions across sectors such as aviation, NHS, retail and hospitality, schools, and housing. LPL prides itself on our commitment to delivering multi-disciplinary, multi-faceted projects within operationally challenging live environments ensuring we meet our client's needs.

Through our ability to maintain well trained and highly motivated teams LPL deliver dynamic, innovative services to our clients, which do not compromise on quality, safety or environmental standards. Our Business Management System (BMS) is certified against the requirement of BS EN ISO 9001:2015. To demonstrate our dedication to the provision of high-quality services to interested parties.

This Quality Policy defines our intent to continuously improve the operations and services we provide to our customers, external or internal stakeholders, whilst satisfying statutory, regulatory and customer requirements. This policy shall be reviewed for suitability by the Board of Directors as a minimum, annually as part of our Management Review process.

### **IN SUPPORT OF THIS QUALITY POLICY, LPL CONSTRUCTION SERVICES WILL ALSO;**

- \\ Agree, define and work towards strategic objectives and goals.
- \\ Implement both this policy and supporting processes to enable continuous improvement in our operations and services.
- \\ Ensure availability of human and financial resources, facilities, and infrastructure to ensure the effectiveness of the BMS.
- \\ Communicate this Quality Policy as part of mandatory induction process for new starters.
- \\ Ensure all LPL staff have access to the LPL BMS as and when required.
- \\ Implement processes for the ongoing evaluation of performance by monitoring and measurement of the BMS and the operational processes within it.
- \\ Monitor customer feedback to ensure LPL consistently meet or exceed expectations.
- \\ Investigate all complaints and feedback to customers in a timely manner.
- \\ Carry out a programme of audits and annual management review of the BMS system.

The LPL Board of Directors shall demonstrate leadership and commitment in respect to customer focus by setting objectives and maintaining its support of the LPL Business Management System and its continual improvement of all the processes within it by maintaining its UKAS accreditation.