

Quality Policy

K Dean Building Services Ltd

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1. Commitment

K Dean Building Services Ltd is committed to delivering construction and building services that meet agreed client, statutory, regulatory, design and specification requirements. Our quality arrangements support our ISO 9001 certified management system and a culture of right-first-time delivery and continual improvement.

2. Quality Objectives

- Understand requirements before work starts and resolve ambiguity early.
- Plan resources, competence, procurement, inspections and hold points proportionate to risk.
- Use approved materials, competent suppliers and suitably qualified subcontractors.
- Maintain project records, inspection evidence, test certificates, photographs and handover information.
- Identify and control non-conforming work, defects and changes.
- Use client feedback, audits, lessons learned and performance data to improve systems and delivery.

3. Project Controls

- Contract and design review.
- Document and drawing control.
- Material approval and traceability where required.
- Inspection and test plans / quality checklists where proportionate.
- Snagging, defect management and close-out.
- Testing, commissioning and certification.
- O&M information, warranties, as-built information and structured handover.

4. Responsibility

Directors provide leadership and resources. Project Managers and Site Supervisors implement project quality controls. Employees and subcontractors are responsible for workmanship, compliance with approved information and prompt reporting of defects or uncertainty.

Reference Framework

This document is intended to support K Dean Building Services Ltd management arrangements and should be read alongside applicable legislation, client requirements, project-specific documentation and competent professional advice. Key references include:

- ISO 9001:2015 Quality management systems
- Applicable Building Regulations, contract specifications and manufacturer requirements

Director Approval

This document has been reviewed and approved on behalf of K Dean Building Services Ltd by the Company Director and will be reviewed at least annually, or sooner where legislation, company arrangements, client requirements or operational risks change.

This public controlled copy does not display a handwritten signature. Approval is recorded within the Company controlled-document system.

Approved on behalf of	K Dean Building Services Ltd
Approved by	Company Director
Approval date	16 August 2026