

## Our Approach and Commitment to Quality

McTaggart Construction Ltd are committed to delivering a successful and high quality, professional, all-trades construction service to our clients in the social & private housing, healthcare, commercial and education sectors throughout Scotland.

Our Company's Core Values define our approach to Quality Management and Continuing Improvements. This approach to Customer Service & Excellence is understood and embraced by our Pre-Development team, Site Management, back office support staff, skilled workforce and tradesmen.

We put our Clients first and build our unique reputation by working together with their design teams to deliver the highest standards of construction for our clients and their customers.

Our staff and employees at all levels are empowered to drive change and improvements within our business. This commitment is actively encouraged by the Directors. By meeting regularly with all departments and aspects of our business we adopt quality and seek improvement in all our strategic and operational thinking. Feedback, Interaction, Expression of Ideas and positive Communication is at the heart of our Quality Management Meetings, Target setting, Systems of Work and ongoing Improvements.

- McTaggart Construction Ltd have achieved ISO 9001:2015
- McTaggart Construction Ltd are committed to continuing compliance with the requirements of this Standard and will:
  - Improve on Consistently High Quality Service to our Clients and their customers
  - Deliver Successful Construction Projects on Time and within Budget
  - Reduce and Minimise Waste in all our Business Activity
  - Be a Fair Employer where Training & Development is Supported
  - Comply as a minimum with all applicable statutory and regulatory requirements.
  - Implement Positive Changes to our Documented Work Practices
  - Combine Clear Thinking and a Common Sense Approach to Problem Resolution
  - Take Personal Responsibility for Quality of Work at all levels within the Company

## Policy Review

This current policy will be reviewed December 2021 and shared with our employees.



Gary Climson  
Managing Director  
McTaggart Construction Limited  
09<sup>th</sup> December 2020

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## Documented Work Practices

### Contracts & Site Management Activity

Site Administration Manual & Guidance  
Quality Inspection Sheets for all Key Stage Activities  
Substructure, Superstructure, Internals 1st & 2nd Fix, PrePaint Snagging, Snagging  
Health & Safety Administration Manual & Reporting  
Health & Safety Internal Audit Reporting  
Site Waste Management Plans & Monthly Reporting  
Monthly Contractor Reports in standard format provided to Clients and their Design Teams  
Detailed Take Offs, Buying, Material Requisition Process  
Quality Management Policy

### Quantity Surveying Activity

Monthly Cost Value and Cash Flow Reporting  
Monthly Project Team Reporting to Directors (QS, CMgr, SMgr)

### HR

Performance Management System (Appraisals) User Guides for Employees and Line Managers  
Human Resources Guidance Manual & Policies  
Investors in People Communications Working Group  
Web Site & Marketing Info Updates

### Accounts, IT & Administration

Weekly and Monthly Accounts & Integrated Admin Procedures  
e-Distribution of Drawings  
e-Scanning and Document Control software System of all Accounts & Admin Activity  
Integrated IT system for all Sites and Office

### Director & Senior Management Team

Business Development Plan & Strategy  
Management Accounting & Business Performance Reviews  
Annual IIP & Quality Management Overview  
Bi-Monthly Department Meetings  
Monthly Internal Safety, Health, Environment & Quality Reviews