

Our Approach and Commitment to Quality

McTaggart Group Ltd are focussed on 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 clients and design teams to deliver the highest standards of construction and client focused services.

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 Group Ltd have achieved ISO 9001:2015
- McTaggart Group Ltd, will continue to:
 - Improve on Consistently High Quality Service to our Clients
 - 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
 - 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



MCTAGGART GROUP
VALUES & VISION.ppt

Policy Review

This current policy will be reviewed October 2020 and shared with our employees.

A handwritten signature in black ink, appearing to read 'Gary Climson'.

Gary Climson
Managing Director
McTaggart Group
28th October 2019

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
Client / Design Team Monthly Contractor Reports in standard format
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