



1.0 STATEMENT OF POLICY

It is a strategic objective of **TNG Consulting Engineers Ltd** to provide and manage our resources and activities so that a high-quality service is always offered to our Clients. To achieve this objective, it is TNG's policy to maintain an effective Quality Management System, that provides a process-based approach to working resulting in reduced risk for our Clients.

The Board of Directors shall ensure that through the Quality Management System, Clients are provided with a service that meets their individual requirements and conforms to statutory commitments and accepted good practice.

TNG has defined a set of Quality Objectives that link to the Business Plan. Our Quality objectives are to:

- **Provide professional services that meet the needs of our Customers** – we shall regularly review our professional services. We shall deliver them to the best of our ability and ensure they are clearly communicated and satisfy industry and legislative expectations.
- **Employ competent people** – we shall provide clear role descriptions for each role in the business that describe minimum standards of skills, knowledge, experience and behaviour, and ongoing training requirements.
- **Carry out quality checks at key stages** – we shall ensure our inputs and outputs are quality checked at defined key stages of each commission.
- **Seek Customer feedback** – we shall ensure that we seek confirmation that TNG has meet all agreed project requirements, and feedback on the delivery of our services.

2.0 THE QUALITY MANAGEMENT SYSTEM

TNG operates to a Quality Management System (QMS) that complies with BS EN ISO 9001:2015 for the design of Building Engineering systems and its other Consultancy Services. Third Party Auditor, Exova BM Trada Certification Limited, certifies that our system meets the standard. A Quality Manager shall manage the QMS and report on its successful operation to the Board.

A Quality Manual shall clearly define the scope and requirements of the QMS, and it is company policy that these requirements shall be adopted at all times. The Quality Policy and QMS shall be communicated to new Employees and temporary workers at induction, and at interim times to all Employees as required.

In addition, a Working Group shall be formed by representatives from each department of the business. The Working Group shall represent the workforce and consult on all matters arising, including any amendments to the Quality Management System and/or TNG products or services.

The Managing Director, the Quality Director and the Quality Manager shall evaluate the Quality Management System on an annual basis and in between times as required.



3.0 ACCOUNTABILITY

The Managing Director shall have overall responsibility for Quality Assurance in our business and shall appoint a Quality Manager to implement and manage the system. They shall ensure that every Manager and Employee works to the QMS, and that there are systems in place to notify the Quality Manager if any areas of the system are found to be failing or neglected.

The Quality Manager shall carry out regular audits of our work activities to check they are being carried out within the requirements of the QMS. Improvement actions shall be issued when required.

4.0 DECLARATION

This Policy is fully supported by the Board of Directors. TNG shall ensure that this Policy is available to our Employees, Clients and other Business Colleagues.

Signed: 

Russell Pitman, Managing Director

Date: 12-09-2024

This Policy shall be reviewed and resigned annually.