

Quality Management Policy

Document owner: Managing Director, Danpol Ltd.

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Standards referenced: ISO 9001:2015, Constructionline CAS, client delivery frameworks.

1. Policy statement

Danpol Ltd. delivers mobilisation, construction, and industrial services that meet or exceed customer, regulatory, and community expectations. We operate a certified ISO 9001 Quality Management System (QMS) embedded within every project lifecycle stage: capture, design, mobilisation, delivery, and close-out.

2. Objectives

- Achieve >95% customer satisfaction scores and zero significant non-conformances on audits.
- Maintain Right First Time metrics above 98% for key deliverables (RAMS, handover documentation, inspection test plans).
- Drive continuous improvement through lessons learned, root-cause analysis, and innovation forums.

3. Responsibilities

- **Managing Director:** Signs this policy, allocates resources, and reviews performance quarterly.
- **Quality Manager:** Maintains QMS documentation, oversees audits, and manages the non-conformance (NCR) log.
- **Project leaders:** Create and maintain project quality plans, ensure competence, and verify supplier quality submissions.
- **All personnel:** Follow procedures, complete inspections, and report deviations immediately.

4. Core processes

1. **Planning:** Project quality plans define acceptance criteria, inspection regimes, document controls, and client hold points.
2. **Document control:** SharePoint and Procore house controlled templates, revisions, and approval workflows with tamper-evident history.
3. **Supplier quality:** Pre-qualification, sample approvals, factory audits, and delivery inspections ensure conformity.
4. **Inspection & test:** ITPs, check sheets, and digital sign-off (including photographic evidence) underpin QA/QC records.

5. **Non-conformance management:** NCRs logged within 24 hours, containment actions agreed, root-cause analysis performed, and corrective actions tracked to closure.
6. **Customer feedback:** Structured reviews at mobilisation, mid-project, and completion inform improvement actions.

5. Competence & training

- Mandatory quality awareness modules for all staff.
- Role-specific training (e.g., weld inspection, concrete testing, BIM coordination) recorded in competence matrices.
- Internal quality auditor programme ensures cross-business learning.

6. Continual improvement

Data from audits, KPIs, and client feedback drives improvement plans prioritised by risk and value. Innovations (digital checklists, drone inspections, AI-assisted document review) are piloted then standardised when successful.

7. Review cadence

Policy reviewed annually or when ISO/ client requirements change. Evidence (management review minutes, KPI dashboards) stored in the policy vault.

Signed on behalf of Danpol Ltd.:



Daniel Nowakowski

Managing Director

1 December 2025

Digitally signed with authorisation stored in the Danpol policy vault.