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## ❖ Quality Policy

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Airport Consultancy Group specialising in Design and Construction Management are committed to constantly meeting our Clients requirements by running a systemised business that meets the requirements of ISO9001, Quality Management Systems.

Airport Consultancy Group, Directors and Management Team show our commitment to Quality System implementation through:

- Including quality responsibilities in position descriptions
- Publicly displaying the Quality Policy
- Communicating the Quality System to all staff through induction and training

The Directors ensure sufficient resources to implement the Quality System through:

- Hiring persons with suitable education, training, skills and experience to carry out the work that is required of them
- Providing training to staff to ensure competence
- Providing infrastructure and work environment suitable to achieve conformity to specified requirements

Product realisation in line with the Clients requirements will be achieved through:

- Planning
- Determining and reviewing the requirements related to the product
- Communicating with the Client

Client Satisfaction will be ensured through monitoring and measurements and analysis of:

- Customer Satisfaction
- Internal Audits
- Process
- Product
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Continual Improvement of both our workmanship and our quality management system will be carried out through:

- Preventative and corrective action
- Inspection and testing
- Internal and external audits
- Conducting management reviews at a Corporate and Project Level including review of Quality Policy and Objectives



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Phil Bell – Director



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22 January 2025

Date