

## **Quality Assurance Policy**

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R L Geotechnical Ltd. was established by Richard Lipscombe in 2015 with the aim of providing a consultancy and specialist labour service to instrumentation and monitoring contractors. We have slowly grown to become a respected and established name within the industry with a reputation for doing things the right way.

In 2017 we relocated to our premises in Liss, Hampshire, where we have established our own workshop and manufacturing facilities to allow us to thoroughly design, develop and test our own products, sensors, components, and monitoring systems. Situated within 50-miles of Central London, adjacent to the A3, the unit includes a small three desk office, an area for assembly of electronic components, a large workshop area, and storage space for our rapidly growing inventory of tools and specialist equipment.

We have now grown to four permanent staff members, with a number of trusted sub-contractors and partners with whom we work closely with as required. We primarily serve the UK, West Africa, and the Nordic countries, with work undertaken worldwide as required. Plans are being put in place to open a branch of the company in Sweden to serve the Nordics, and a branch of the company in Ghana to serve West Africa in the not-too-distant future.

We enjoy an open and honest relationship with each one of our clients and strive to provide them with the best possible level of service. Since inception we have played a part in some of the largest infrastructure projects in the UK and assisted with installations in five out of the seven continents.

### **Commitment to Quality**

R L Geotechnical Ltd. is wholly committed to our quality policy which is in place to ensure our products and services fully meet the requirements of our customers at all times. Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet or exceed their expectations. We are committed to implementing, maintaining, and continually assessing operational systems and processes.

### **Approach to Quality**

R L Geotechnical Ltd. firmly believes in the concept of the customer and supplier working together in pursuing this policy and in continually striving for improvements in product and service quality.

This Quality Assurance policy is based on three fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our customers.
2. Looking at our manufacturing and service provision process, identifying the potential for errors and taking the necessary actions to eliminate them.
3. Everybody at R L Geotechnical Ltd. understanding how to do their job and doing it right first time.

To ensure that the policy is successfully implemented, staff are responsible for identifying customer requirements, and ensuring that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met, and that continual improvement is maintained in line with the spirit of the policy, will be set, determined, and monitored at management review.

## **Communication**

The Quality Assurance Policy principles and objectives will be communicated and available to staff at all times. Training will be an integral part of the strategy to achieve the objectives. This policy will also be available to clients and candidates on request.

## **Responsibilities**

These are outlined as follows:

- Responsibility for delivering quality products and services rest with everybody at R L Geotechnical Ltd.
- Each Supervisor or Manager has responsibility for monitoring the quality of products and services for their project or area of the business.
- Overall responsibility for maintaining and evaluating our Quality Assurance Policy rests with the Company Director.

## **Training & Support**

We shall ensure that all R L Geotechnical Ltd. personnel understand and fully implement our Company's policies and objectives and are able to perform their duties effectively through an ongoing training and development programme.

- As part of their Company induction, all staff are fully briefed on the Quality Policy.
- All staff are given training to ensure they can carry out all functions of their role.
- Annual appraisals are held for all staff to assess performance and identify training needs.
- All training needs identified are fed into an overall training plan and assessed and implemented whilst considering any budgetary constraints.
- Objectives and action points are reviewed in 1:2:1 Clarity meetings with line managers.

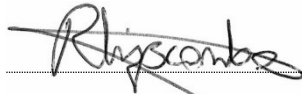
## **Monitoring & Evaluation**

R L Geotechnical Ltd. will constantly review and improve upon our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our customers.

We will achieve this by:

- Regularly obtaining client feedback
- Carrying out an annual quality survey to highlight areas for improvement
- Closely monitoring our ad hoc compliments and complaints procedure
- Management review meetings to assess and agree actions to amend and improve quality management system

Signed



Print Name

Richard Lipscombe

Position

Director

Date:

04<sup>th</sup> January 2021

Review Date:

03<sup>rd</sup> January 2022