

QUALITY POLICY

Hickey Constructions is a specialist provider of construction and maintenance services in commercial and domestic markets.

Our Top Management and staff are committed to providing high quality construction and maintenance services that meet and exceed our customer's expectations.

Quality Objectives

The Top Management and Staff at Hickey Constructions are committed and will strive to:

- Provide an exceptionally high-quality level of construction and maintenance services to our customers
- Manage our processes to maximise efficiency and productivity
- Follow up on services and products provided, to ascertain that our goals and objectives are being achieved

As part of our systems and processes we will:

- Train, educate and communicate with employees, contractors and other relevant interested parties in regard to this policy and quality expectations where necessary
- Ensure that this policy is retained as documented information, and available to interested parties
- Define and meet objectives, by documenting and monitoring measurable quality targets
- Comply to statutory, regulatory and other requirements
- Apply a Plan, Do, Check, Act methodology to our Quality Management System
- Continually monitor and improve our quality performance and the effectiveness of our Quality Management System
- Apply Risk Based Thinking within our systems, operations and processes
- Conduct audits to verify core processes are effectively managed within the business as part of our Continual Improvement Process
- Ensure our Quality Management System is conformant and certified to ISO 9001:2015
- Review this policy annually

Approved by Owen Hickey



Managing Director