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## Quality Policy

RNP Associates is a firm of consulting engineers, consisting of RNP Associates Limited and RNP Consulting Limited, established in 2007, providing specialist Technical Services to the Construction Industry.

Our objective is *'to deliver quality, cost effective and innovative technical solutions to the Construction Industry'*

With over 25 years experience we are specialists in our field and can plan, design and implement a whole scheme from start to finish in all disciplines. We play an integral part in providing tailored, cost effective solutions for day to day temporary works activities through to innovative one off complex schemes. RNP Associates also undertakes permanent works design in civil, structural and geotechnical engineering.

Within RNP Associates we are committed to providing a high quality service to our clients, working within agreed guidelines and specifications. The company will achieve this by operating the ISO 9001 Quality Management System. Effective application of our Business Management System will ensure customer satisfaction is continually enhanced and show our commitment to the continual improvement to the system.

In the increasingly competitive commercial environment in which we operate our ability to differentiate ourselves from our competitors plays a huge part in whether or not we win a new client and retain that client. We are totally committed to setting and achieving standards that are capable of meeting (in **all** respects) the specified requirements and reasonable expectations of our customers.

We must ensure that the service we provide always offers something extra – service quality. At RNP Associates we apply the following principles to all of our projects:

- communication and active participation with all interested parties throughout the life of the project
- to assign appropriate personnel to all activities
- to log in and record all necessary information

- to design in accordance with current European or British Standards. Where no such standard exists use appropriate recommendations for design as accepted in the construction industry (eg CIRIA or SCI)
- to use appropriate skill and care in the production of all designs and drawings; to provide drawings of sufficient quality and number as required to communicate the design
- to check all calculations and drawings prior to issue 'For Construction'
- to provide any additional information, instruction and supervision for the safe implementation of any of our designs
- to provide staff with adequate training and CPD

For this concentration on service quality to be an effective part of what we do Key Performance Indicators have been identified and will be measured, reported on and reviewed as part of the Business Management Review.

Paul Markham is the Director responsible for monitoring and ensuring the correct and effective implementation of RNP Associates Business Management System as a whole. The Directors will ensure that RNP Associates manage business objectives through regular Directors meetings and internal audits and will undertake a full review of the Business Management System at least annually to ensure continuing suitability.

We will ensure our hardware and management information system is maintained regularly and updated as quality and customer requirements indicate that this is necessary. RNP Associates is registered to the Data Protection Act 1998.

To ensure that RNP Associates continues to provide and maintain a consistently high quality of service delivery staff are made aware of the Business Management System at Induction and through continual training. Staff have electronic access to the Business Management System and any revisions to the Business Management System will be communicated by email.

Paul Markham  
Director  
RNP Associates

Roger Tice  
Director  
RNP Associates