



## Quality

PM Group is an international project delivery company, providing architecture and engineering design, project management, construction management and consultancy services across a variety of sectors.



**At PM Group we commit to our own success and that of our Clients and employees, by providing high quality services, consistent project delivery and striving to exceed expectations whenever possible.**

### PM Group is committed to:

- Using our Management System to ensure that we deliver on established safety, cost, schedule and quality performance targets on all of our projects.
- Ensuring our work is aligned with the ISO 9001:2015 principles and meets or exceeds all contractual commitments, clients requirements, relevant legislative and regulatory requirements.
- Having a defined set of Quality Objectives that are monitored for effectiveness and reviewed annually.
- Effectively using recruitment, training, management controls and employee feedback to promote the 'Right First Time' principle.
- Reporting on our Quality performance using appropriate performance metrics.
- Promoting an environment where feedback is encouraged and lessons are adopted to continually improve our Management System.
- Implementing the company's Construction Quality Programme that promotes a Quality culture on our construction sites, rewarding good workmanship and commitment.
- Supporting the company's digital and lean transformation programmes that aim to reduce "waste", innovate and enhance our business.

**We are committed to reviewing our management system annually, taking into account current and potential future business needs and needs of our interested parties.**

*PM Group Quality Policy Doc no. 010-PL-001 is available to all personnel via the company intranet. The main requirements are summarised above.*

**Signed:**  
Dave Murphy  
CEO, PM Group

**Date:**  
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