



## Quality

- **Recording, measuring and reporting performance of direct staff and/or subcontracted staff**
- **Investment in staff**
- **Continuous service improvement**
- **Plans or strategy for maintaining service continuity.**
- **Process and considerations for appointing sub contractors**

AHE operates a Quality Management System aligned to ISO9001 and managed by our Quality Manager, M Sandford provides a structured framework for managing our processes, resources and business activities. It embraces the Plan–Do–Check–Act principal to ensure consistency, conformity and continuous improvement.

To record, measure and report the performance of staff we in the first instance ensure that we scrutinise the credentials and suitability of all prospective full-time or self-employed staff. On induction into the company each employee has a Training Plan which identifies any current/future refresher training to maintain their existing competence/ proficiency and develop their range of skills. Prospective supply chain partners are required to indicate their own quality management arrangements during initial or annual re-assessments.

We invest in our staff by ensuring that comprehensive training is provided. In addition to any statutory requirements, we also aim to encompass the personal aspirations of each employee which is determined through our annual appraisal scheme. Our HR Manager, maintains a comprehensive database of all employees including a training matrix which allows the effective management of training including renewal dates to ensure all staff remain qualified to perform their role.

We ensure continuous improvement by tasking our Supervisors and Contracts Managers with continuously observing and monitoring the work we carry out on-site. Documented inspections of work are carried out on a regular basis by Contracts Managers, Directors and the Quality Manager. Documentation from internal and external audits, KPIs, complaints etc is collated by our Quality Manager and analysed to identify any trends or areas for improvement. The data and possible responses are discussed at Monthly Quality meetings. Corrective actions may include changes to operating procedures, auditing processes or frequency, risk assessments, additional training, toolbox talks etc.

Accurate measurement of KPIs facilitate Continuous improvement. KPIs are used in conjunction with other business process, for example: quality management systems, Health & Safety data and customer complaints. Collection of data does not improve performance; the data must be used to measure the gap and develop improvement plans that look at the systems / processes in place and change them accordingly. KPI's must be easy to audit and totally transparent, our policy is to allow your customers and you as our client, to be totally involved in the collating of the KPI results.

To maintain service continuity AHE has developed a documented Business Continuity Plan that contains arrangements for recovering and sustaining the company's activities following a temporary



loss of service. In the event of business interruption, a series of procedures have been developed to ensure that service levels return to their normal level as fast as is practically possible.

We have a number of subcontractors who we use on a regular basis on our schemes, who we know and trust to carry out the works to the required standard. Subcontractors are selected under a number of criteria and each sub contractor must complete and return with evidence our Supplier Questionnaire which is then kept on file and reviewed at regular intervals.