

Zero Defects Policy

Thomas Vale Executive Directors, Senior Management, Employees and our Supply Chain are totally committed to the production of the highest quality across all aspects of our business and in particular in respect of the delivery of projects to our Clients.

Whilst we have an enviable reputation in the marketplace in respect of project delivery and quality, we have taken various key strategic actions to ensure our standards remain at the leading edge and we are clearly differentiated from our competitors.

This continuing focus on our Clients' needs and aspirations has led to Thomas Vale developing a rigorous and auditable Zero Defects Policy supported by management, employees and Supply Chain Partners.



CONSTRUCTION PHASE
<ul style="list-style-type: none"> - Rigorous selection of Suppliers/Supply Chain - Collaborative Planning Workshops - Work Quality Sheets - Continuous Monitoring - Quality Manager Audits - Commissioning of Engineering Services - Standard Strategy Sheets - Defined Handover Procedures - Health & Safety File
POST CONTRACT REVIEWS
<p>Upon completion and receipt of Customer Care Survey, the Executive Director and Management Team, review performance, capture knowledge and implement improvement and feedback to Client and all Stakeholders.</p>
FORUM TRAINING
<p>Our in house Training Division and Facility works with Clients, Employees and the Supply Chain to ensure project specific training and set modules are consistently delivered to ensure a fully qualified workforce.</p>
INCENTIVISATION
<p>All projects report benchmarking data weekly, monthly and on completion and this is utilised to award bonus payment to employees with 50% based upon Quality Delivery. In addition, discretionary awards are made to employees and the Supply Chain.</p>

BENCHMARKING
<p>360° auditable benchmarking across all activities with a focus on continuous improvement.</p>
CLIENTS STANDARDS
<p>Prior to commencement of project, it is important that we understand Clients specific needs and agree with them clear strategies in respect of quality delivery.</p>
QUALITY ASSURANCE
<p>Thomas Vale received accreditation to BS5750 in 1992, now ISO9001/2000 and are audited by British Standards Institute for full compliance.</p>
QUALITY MANAGER
<p>His role is to work with the MD and Executive Team to continuously develop the Strategic Plan for quality, to undertake rigorous audits at site level, benchmark delivery and implement a programme that sets standards, trains management and employees, and ensures continuous improvement</p>
SUPPLY CHAIN
<p>All Supply Chain Partners work regularly with Thomas Vale and have committed to train and deliver quality standards.</p>

Approved by SA Hyde, Managing Director (April 2009)