Form Title: Quality Policy
Form Ref: SDSP3
Author: SDS
Date: September 2024
Version: V2.0

Quality Policy

Statement

Survey Design Services Ltd (SDS) are a customer focused Specialist Survey Contractor. To support our commitment our Quality Management System (QMS) has been established, documented, implemented and maintained in accordance with requirements established in the international standard ISO9001:2015. It covers all operations associated with our provision of Survey Services to our client with a central focus on continual improvement. All employees are required to support the company in ensuring statutory compliance and meeting the company QMS objectives.

Scope

SDS provide full construction and civil engineering survey and services to clients across the Midlands, South and East of the UK including London and East Anglia. Our client base ranges from private, pre-planning and drainage surveys through to major civils projects for government bodies. The survey include topographical and land surveys, draining investigation, CCTV surveys and pipe jetting, service trace, electrolocation, measured building services, permeable investigation, river & coastal surveys, setting out and precision measurement and ground penetration Radar (GPR) surveys. The services provided exclude Design.

Our Company Commitment and Objectives

As a company we are committed to continually reviewing and improving our operations with our primary focus being on ensuring that we consistently provide a quality customer focused service each and every time.

To achieve this we will ensure that we:

- ⇨ Comply with applicable legal requirements and other requirements (including client requirements) to which SDS subscribes
- ⇨ Resource, train and motivate employees to carry out tasks in view of Quality
- ⇨ Control Quality regarding any outsourcing, including our suppliers, contractors and subcontractors
- ⇨ Endeavour to collect, analyse and act upon post task information from clients and internal sources
- ⇨ Continually meet and aim to exceed industry standards and specifically the requirements if ISO9001:2015 QMS

To support our commitment to continual improvement we have set the following quality objectives:

- ⇨ Proactively see ways of reducing as much as possible the cost of resources
- ⇨ Continually review the survey equipment & software that we use with a view to improving the accuracy of survey
- ⇨ Prioritise customer satisfaction by proactively seeking out and evaluation feedback
- ⇨ Continually look for ways to improve our service delivery timelines
- ⇨ Improve our online presence and social media profile to better connect with customers, stakeholders and the wider community.
- ⇨ Reviewing our impact on climate change and looking at ways to reduce our impact, if possible but integrating sustainable practices into our operations.

Implementation and Review

All Quality issues should be reported to the HSQ Manager. This Policy will be communicated to all staff, contractors and suppliers and will be reviewed as a minimum annually.

Signed:



Nolan Forwood – Director
15 September 2026