

QUALITY POLICY STATEMENT

CONTROL NUMBER:

SKL/MGT/POL/09

EFFECTIVE DATE:

1/11/2021

REVISION:

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SKOL Consult is a consultancy services provider dedicated to maintaining a Quality Management System that conforms to the ISO 9001:2015 Quality Management System requirements. We aim to achieve this in every area of SKOL Consult's activities – Project Management & Risk Management, Quantity Surveying & Development Monitoring, Technical Audit – at the Accra Office located at the 56A Nii Nortei Nyanchi Street.

We provide consultancy services designed to deliver effective, innovative solutions by offering expertise and experience for clients in any sphere of private and public sector activities.

Our basic orientation as a company is to be recognized for quality in the Construction Industry and any sphere of our operations.

This will be achieved through:

- Aligning the Quality Management System with the strategic direction of SKOL CONSULT.
- Satisfying customer and applicable Statutory and Regulatory requirements and accommodating changing Statutory and Regulatory requirements.
- Establishing, applying, maintaining and continuous improvement of the effectiveness of Quality Management System – ISO 9001:2015.
- Consideration of business environment of SKOL Consult as defined by the needs and expectations of both internal and external interested parties.
- Working to build a firm that is regarded by its employees as one they are delighted to work for, that communicates with them, listens and responds appropriately, values and invests in them.
- Understanding how employees' job fit into the overall flow of work at SKOL Consult.
- Encouraging openness within our firm to ensure that any potential non conformities are effectively addressed in a methodical order thereby improving our service consistency.
- Efficient management of SKOL Consult Management System by setting QMS objectives at all relevant functions, levels and processes
- Ensuring that our Policy and Procedure Manuals reflect what we actually do.
- Tracking and applying new technologies and educating employees.
- Ensuring conducive environment for employees Health and Safety for effective implementation of the Quality Management System
- Continuous improvement of our services and processes and Quality Management System using clearly defined procedures.
- Commitment to increase quality of service in order to exceed customers' expectations.
- Continuous enhancement of customers' satisfaction.
- Reacting immediately and decisively with any problem's customers may have with our actions or services through our complaint handling procedures.

CHIEF EXECUTIVE OFFICER

STEINER WOOD

EXECUTIVE DIRECTOR

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SKOL Consult limited is a limited liability company which is registered in England and Wales number 6222557 and in Ghana number CA 58312