



Quality Control Procedures

Introduction

This Quality Management Policy sets out a framework for the development and implementation of a set of Quality Management Procedures to meet the requirements of the Celltarga Ltd Management System. This Policy Standard is applicable to all activities undertaken by Celltarga Ltd.

Objectives and Commitment

The overall quality objective is to ensure that Celltarga Ltd delivers a consistently high level of service throughout our business.

Celltarga Ltd is committed to implementing appropriate quality management systems and processes to enable the delivery of the highest practicable quality project. We will therefore:

- Clearly understand the current and potential future requirements and expectations of our clients
- Work closely with our clients, suppliers and partners to achieve business and quality objectives
- Deliver a completed project of the highest practicable quality, reliability and consistency that meet our customers' requirements
- Educate and train our staff to support the delivery of high quality work
- Establish and measure performance and client satisfaction against appropriate quality objectives and/or targets
- Measure at an appropriate level service performance and client satisfaction
- Continually review and improve our processes and levels of service

Requirements

The Quality Management System

Celltarga will address the following elements:

- Quality Management – We will provide a statement of quality policy defining the fundamental approach to managing quality. It will be based upon common principles which will enable the company to identify its strengths and weaknesses; provide for evaluation and provide a basis for continual improvement.
- Quality Responsibility – ensures that all members of the business have clearly defined responsibilities and that individual contracts managers are responsible for the quality performance of their projects
- Quality Priority – ensures that quality issues are recognised but do not take precedence over health, safety or environmental concerns, rather that the quality management system actively supports those management elements
- Quality Objective – ensuring that while supporting the business service, the principal quality objective is to set the standards that will deliver a consistently high quality of work across the firm's business activities, thus ensuring client satisfaction and continual improvement

Quality Achievement

Our Quality Control Procedure will ensure:

- Competency – Staff are adequately trained, motivated and competent for the job they are trained to do
- Quality Management Responsibility – A quality manager/representative is identified with organisational responsibility for the development and maintenance of quality control procedures
- External Services – The selection and approval of externally provided services will be controlled by the quality management procedures, thus ensuring that the company's health, safety and environmental culture is not compromised and staff, clients and third parties are not put at risk. Provision of external services will be subject to regular review.

Assurance

The business aims to ensure that:

- Quality Audits – are carried out internally. All audits will produce a report identifying areas of non-compliance and specifying the corrective action required.
- Quality Records – are to be maintained throughout each project.

Quality Promotion

We will ensure that:

- Training – Appropriate training is provided to all those operationally involved
- Lesson Dissemination – Lessons arising from quality assessments are disseminated widely within the organisation at management and operational levels
- Quality Improvement – All staff are actively encouraged to propose solutions to improve the quality of service delivery.

Responsibility and Authority

This policy standard is issued under the authority of the Directors, Nicholas Day and Richard Divall. Responsibility for implementation of this policy standard is as follows:

- Responsibility for the achievement of this policy standard rests with the Directors
- The Contracts Managers are responsible for implementing the policy standard, monitoring its implementation in the everyday activities of their projects and reporting to the Directors
- All staff are responsible for the ownership and undertaking of their quality management functions in accordance with this Policy Standard.

This Policy will be implemented through the development and maintenance of procedures for appraisals and one-to-one meetings, using template forms, and guidance given to both managers and employees on the process.

This Policy was approved and authorised by:

Name Richard Divall
Position Director
Date 06/01/2026

Review date 05/01/2027