

Quality Policy Statement



Commitment



The word ‘Care’ defines our sustainable approach to delivery. We care for our clients, we care for our people, and we care about the bottom line. When we care about what we do, we do it better.”

The operational boards of Directors of JN Bentley Ltd (JNB) Mott MacDonald Bentley Ltd (MMB) and Jeremy Benn Associates Bentley (JBAB) are committed to delivering products and services of a high quality and consistent standard. We aim to maintain a strong culture of quality and believe that this is the key to sustainable business

To achieve this, all companies will commit the right resources to projects to actively control and monitor all visual, physical, and technical quality aspects, with the aim of delivering ‘right first time’ to the standard expected by our clients.

To support this statement, in 2020/21 JNB, MMB and JBAB will:

- Maintain compliance and continue to improve our systems and processes to meet the requirements of ISO 9001:2015, and third-party certification to that standard;
- Promote excellence to drive a positive behavioural and cultural change;
- Provide opportunities for all employees to communicate with senior managers to identify and deliver improvement;
- Respond effectively to and then learn from – Cost & Efficiency (C&E) Events and audits;
- Continue to develop our processes, procedures and standards so that they are effective and easily translated;
- Maintain our Cost & Efficiency Strategy and promote Quality Event reviews to support the company approach to quality management and excellence;
- Develop a consistent approach to assurance inspections and audits across all business units to drive improvement;
- Develop, capture and share best practice effectively to support efficient delivery.
- Share knowledge and best practice through effective communication and training to help 'get things right first time'.

Responsibility

QES Executive Group will:

- Review overall company compliance with the Quality Policy and Systems and ensure actions are in place to drive improvement.

Directors Will:

- Ensure the outcome of Quality Event reviews and positive interventions are appropriately communicated to promote best practice;
- Review and monitor unit performance data and ensure that actions are in place to drive improvement.

All JNB, MM and JBA employees working on JNB, MMB or JBAB projects will:

- Follow the requirements of the appropriate management system for their project/framework, including client standards and specifications;
- Report and communicate all quality defects and non-compliances to prevent recurrence within the company.

Approach

JNB, MMB and JBAB will:

- Continue to develop our integrated management system (IMS) and framework management plans (FMP), and ensure documents are reviewed periodically;
- Create positivity towards quality stewardship through the adoption of recording C&E Events - and broaden the range of individuals engaged;
- Maintain our 'Commercial Commitment Team Assessment' process to manage key risks facing the business;
- Promote a 'right first time' culture through regular impactful 'TalkAbout' conversations and mentoring to improve awareness, knowledge, ownership and involvement;
- Continue the transition of key data, dashboards and methods of reporting to new electronic platforms to improve efficiency and compliance;
- Establish and focus on the key topics of improvement required, seek out internal and external best practice and innovation examples of and share as appropriate across the company;
- Investigate and as appropriate implement a risk-based approach to monitoring of compliance;
- Develop skills and competence within in our workforce in all areas of the organisation;
- Monitor compliance via periodic site support visits and management audits and review findings at unit and QES Executive Group monthly meetings;
- Seek out internal and external best practice and innovation and share as appropriate across the company;
- Ensure quality information is provided for the management review process to help achieve more valuable outcomes;
- Monitor the quality and consistency of C&E Event reviews, to highlight deficiencies and ensure effective and timely outcomes.

Signed on behalf of JNB/MMB/JBAB:



 Paul R. Bentley, Managing Director

Date: July 2020