



Quality Management Policy

Independent Construction Assessors Limited

Policy Date : **December 2025**

Revision R001



QUALITY MANAGEMENT POLICY

At Independent Construction Assessors Limited (ICA), our management team and our staff are committed to delivering a high quality service in all aspects of Building Safety guidance and support to our clients required, to reinforce the positive reputation for quality that our business is proud of. We are also focused on promoting continual improvement of quality standards within our business operations by ensuring that established quality objectives are monitored and reviewed at regular intervals, at least once every twelve months, to allow us to assess progress within the company.

We comply with all current legislation, British Standards, codes of practice, industry good practice and guidance and other contractual requirements pertinent to the construction industry. Our Quality Management System is aligned with the principles of ISO9001:2015, the International Standard for Quality Management.

This policy will be reviewed annually to incorporate any new legislation, lessons learned or potentially, to include specific client requirements.

Purpose

The purpose of the ICA Quality Management System is to ensure that:

- All company KPIs are met, and the effectiveness is assessed on each project, allowing us to maintain and continuously improve ICA quality standards.
- The needs of clients are fully understood, and additional client requirements are accommodated and closely monitored against individual projects, or engagements.
- Communication lines with clients are suitably established so that clear and accurate information is relayed in a timely manner to the client team.
- Quality systems are constantly reviewed and improved on, with the help of performance reviews, post-completion review meetings, client feedback and lessons learnt meetings.
- Project works may also be supported by on-site quality checks as part of our service offering and these also fall under our quality management protocols.
- Our standard of work enhances our reputation to a level where we are seen by clients as the benchmark for quality.
- Our workforce is qualified and competent to deliver their allotted scope of service.
- All complaints are dealt with in a timely manner and logged for review to ensure compliance.
- A healthy work/life balanced approach to work is provided for our workforce to promote job satisfaction, reduce workforce turnover and further motivate them to maintain high standards.
- We maintain a professional standards in everything that we do for our clients, with independence and integrity being the cornerstone of our service provision.
- Completed BSA project works are of a high quality, presented at the agreed time, within the agreed fee proposal budget, to the satisfaction of the client.

This policy will be communicated to all assessors and organisations who work on our behalf. They will all be expected to cooperate and assist in the implementation of this policy.

Guidance and training is consistently reviewed to improve the performance of the company and our assessors continually. ICA Directors recognise that the responsibility for achieving and maintaining the standards and supporting the Quality Management System rests with them.

ICA, as a business are very proud of our reputation for quality and the above Policy is intended to maintain and then further enhance this positive sentiment with our client teams, where we enjoy high levels of repeat business.



Luke Green – Managing Director

17 December 2025

End of policy.