

QUALITY POLICY

It is the policy of K-Lab to maintain a quality management system designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives, within the context of the organisation.

The company's Quality Policy sets out the following objectives:

- Identify risks to the business so that we can assess whether a project is right for K-Lab in terms of client, location, type of work and the overall delivery.
- Utilise a marketing tool to assess future project bids in this way to ensure that we only apply for work which is deemed low-to-medium risk.
- Identify a close selection of partners in clients based upon trust and good communication. It is our ethos that repeat business is the future of the company growth strategy, and that any project that is deemed to be a risk should be avoided for the future sustainability of the company.
- Develop our staff so that all are either Chartered, Technical or Incorporated members of recognized engineering institutions, such as the Institution of Civil Engineers, the Institution of Structural Engineers or Engineers Ireland. This will ensure we have continuing professional development of our staff and expand our expertise and reputation within the Swedish construction industry.
- Provide appropriate resources, equipment, training and competent staff and any other requirements to enable these objectives to be met.
- Ensure that all employees are made aware of their individual obligations in respect of this quality policy.
- The company will ensure that we will, at all times, comply with the requirements of our customers and all legal obligations.
- Maintain a management system that will achieve these objectives and seek continual improvement in the effectiveness and performance of our management system based on "risk".

This quality management system provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

Customer service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on customer service and the services in which we provide.

To ensure the company maintains its awareness for continuous improvement, the quality management system is regularly reviewed by top management to ensure it remains appropriate and suitable to our business. The Quality Management System is subject to regular internal audits.

We hereby give the company's commitment to this policy.

Graham Edge | Managing Director
K-Lab Projektering AB
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