

Quality Policy

LABC and member authorities are committed to meeting customer agreements, legal requirements and requirements defined in the LABC ISO 9001 2015 for working in a planned, consistent and documented manner.


Team Goals

- Monitor performance by collating and analysing relevant data, including customer feedback, in order to generate continual improvements, to enhance the effectiveness of the QMS and the business process.
- Set relevant quality objectives each year and review their progress throughout the year.
- Ensure the whole team is fully aware of their roles, responsibilities, processes and contributions within the quality structure and their part in ensuring service and legal requirements are met.
- Communicate attainment, performance and issues and provide the opportunity for feedback and suggestions.

Personal Contributions

- Sustain and improve the service provided to the public and business customers.
- Ensure professional and ethical principles are at the heart of our work.
- Support the strategic direction of the wider LABC network and individual authorities.
- Adhere to the LABC Quality Performance Matrix to ensure national consistency.
- Use the quality objectives for the team and compare performance against public service building control teams with a similar profile using the Building Control Performance Matrix.
- Seek and use feedback from customers and beneficiaries of the service on performance and satisfaction; then act if improvements are identified.
- Provide documented assurance to customers and beneficiaries of the service that the requirements of the Building Act 1984 and associated Building Regulations are being enforced in a consistent, professional and efficient manner.
- Record the evidence defined in the Quality Policy.
- Help review the Quality Policy, implement changes and record updates.

Signed

<p>LABC Standards Committee Chair on behalf of the LABC Network</p>	 <p>Steve Pearce Group Manager for Bristol City Council</p>
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