



“dispute resolution, delay analysis and project planning specialists”

Quality Management Statement

At Construction Navigation Services (CNS) we recognise the importance of providing a ‘right first time’ service. To achieve this, we always operate within the ‘Plan-Do-Check-Act’ principles of ISO 9001:2008, the international quality management system. Client focus is at the heart of everything we do. We provide a customised service for clients which reflects their individual aspirations, delivered within a framework of in-house controls and protocols. This applies to all projects undertaken, whether dispute resolution, delay analysis or tender & contract planning.

All projects are assigned to employees or consultants who work on our behalf, whose skills match the individual requirements of that assignment. Understanding client objectives is fundamental to project success. This is achieved through dialogue, communication and production of documents, data and reports to agreed timescales. Client requirements including: scope of works, quality controls, terms & conditions and delivery timescales are agreed and documented at project outset. This ensures all parties are aware of quality controls and communication channels to assure successful project delivery. Using only experienced and competent staff with a track record of quality management in Construction, M&E and Building, helps achieve this.

We recognise the importance of keeping information secure and confidential at all times. We have structured systems for document control and data storage to assure this. Regular meetings, e-mail exchange and phone calls are held to review progress against client requirements. We also acknowledge that change often happens within a project and have procedures and protocols in place to manage this effectively. This includes the iterative production of programmes through to As Built status. Where appropriate, we will integrate with our client’s teams and operate within their agreed quality management systems.

The Directors of Construction Navigation Services are responsible for this policy and will monitor quality performance through client feedback and internal review. We will collaborate with staff and look to continually improve using innovative methodology and best practice. The Directors will review this policy at least annually and communicate changes to all employees and consultants.

Ian Gunton
Director, Construction Navigation Services Ltd

Ian Mackay
Director, Construction Navigation Services Ltd

Reviewed November 2010