



Quality Assurance Policy

At Colas, “We collaborate to deliver asset management, construction and binder solutions, bringing together our local expertise and global knowledge” and deliver our strategic objectives through priority actions, “Perform- Adapt-Grow” while living our core values, “Respect-Commitment-Pioneering-Sharing”.

Our principles

- Ensure “Customer First” approach to consistently deliver a positive customer experience by designing and delivering products and services with the customer and client in mind.
- Our Integrated Management Systems (IMS) is our single source of truth about “How We Work”, to deliver quality products and services “Right First Time”. We believe that the root cause for not delivering products and services conforming to the legal, customer and other stakeholder requirements while considering the risk & opportunities, is due to either improperly designed management systems or poor implementation of the systems as designed.
- IMS-Lean deployment will follow 6 simple steps approach:
 - Get control of your working environment & start fixing the obvious
 - Ensure you & your Team are clear on your purpose; process(es); Customers and Suppliers
 - Measure and get control of your teams’ performance
 - Use Lean to solve problems and improve performance
 - Use Lean to Improve processes and increase standardisation
 - Stay focussed and keep going!
- Continual Improvement will be embedded in the DNA of Colas. LEAN will be the enabler for the realisation of our business strategy.
 - All team members will be educated in the Continuous Improvement philosophy and trained in Lean methodology
 - Leadership will champion this deployment and foster high levels of staff engagement.
 - The maturity of continuous improvement philosophy adoption will be objectively measured including benefit realisation.
 - Processes will be monitored, measured and improved applying Lean principles to eliminate process wastes through collaboration with internal and external stakeholders.

Our Commitments

- Compliance with Colas Group, internal & contractual requirements, applicable laws and regulations at all stages of products and services delivery to our clients and customers.
- Provision and maintenance of the necessary resource, infrastructure, intelligent and innovative engineering solutions to support the organisation in delivering its vision for growth.
- Implementation of an effective quality management system that delivers efficient, safe, and environmentally sustainable processes and is certified to ISO 9001 standard and relevant National Highway Sector Schemes.
- Continually improve the effectiveness of the system by monitoring process and product/service performance and adopting LEAN principles to improve process effectiveness, efficiency, reliability and predictability.
- Sharing best practice with the Colas Group, investing in technology and R&D and establishing an organisational culture whereby employees are encouraged to utilise their creativity to drive continual improvement and innovation.

This policy will be communicated throughout the organisation including subsidiaries.

Chief Executive Officer

T. Madelon

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