

## QUALITY POLICY

Cybi Cyf is a family run business based in Gwynedd, North Wales which provides professional engineering and ground works services to a variety of public and private sector clients, specialising in excavation, ductwork, pipe laying, drainage, reinstating and hot works.

Cybi Cyf aims to be a major company in the civil engineering sector delivering excellent customer service whilst providing good employment opportunities for local people.

Cybi Cyf is committed to continual improvement in the quality of service it delivers and to comply with applicable legal and other compliance obligations to which it subscribes. To help us achieve our aims and meet our commitments senior management have invested resources to establish and maintain a Quality Management System aligned with BS EN ISO 9001:2015. The management system is based on the principles of:

- **Customer focus** – Meeting their requirements and exceeding their expectations.
- **Leadership** – Providing unity of purpose and direction.
- **Engagement of people** – Encouraged staff management communication.
- **A process approach** – Develop processes for achieving consistent and predictable results.
- **Improvement** – Ongoing focus on improvement.
- **Evidence-based decision making** – Decisions based on the analysis and evaluation of data.
- **Relationship management** – Managing our relationships with our clients and stakeholders.

Cybi Cyf is committed to adopting these principles and to continual improvement of the management system whilst establishing relevant quality objectives. Through sound leadership at all levels and effective communication with our stakeholders Cybi Cyf will deliver the principles and goals set out in this policy.

**Harri Pritchard**

Managing Director



September 2023

**CYBI CYF, LLWYN GWYN, LLANGYBI, PWLLHELI, GWYNEDD. LL53 6SR**

**Version Control and Change History**

**Change History**

<b>Version</b>	<b>Date</b>	<b>Comments</b>
V 1.0	December 2013	Document Created
V 2.0	July 2014	Formatting changes e.g add logo, change font, add address at the bottom
V 3.0	July 2015	Review Document, minor formatting changes.
V 4.0	July 2016	Annual review and re-format document
V 5.0	July 2017	Annual review, sentence added to correspond with new standards
V 6.0	August 2017	Sustainability statement added
V 7.0	August 2018	Annual review – no changes
V 8.0	August 2019	Annual review – no changes
V 9.0	August 2020	Annual review – no changes
V 10.0	September 2021	Annual review – document reformatted no changes to content
V 11	September 2022	Annual review – no changes to content
V 12	September 2023	Annual review – no changes to content

**Review Schedule**

<b>Review cycle</b>	<b>Date of Last Review</b>	<b>Reviewed By</b>	<b>Authorised (for Cybi Cyf )</b>	<b>Date of Next Mandatory Review</b>
As required	July 2014	Gwenno Jones	Harri Pritchard	As required
As required	July 2015	Gwenno Jones	Harri Pritchard	As required
As required	July 2016	Alan Roberts	Harri Pritchard	As required
As required	July 2017	Alan Roberts	Harri Pritchard	As required
As required	August 2017	Gwenno Jones	Harri Pritchard	As required
As required	August 2018	Gwenno Jones	Harri Pritchard	As required
As required	August 2019	Gwenno Jones	Harri Pritchard	As required
As required	August 2020	Gwenno Jones	Harri Pritchard	As required.
As required	September 2021	Gwenno Jones	Harri Pritchard	As required
As required	September 2022	Gwenno Jones	Harri Pritchard	As required
As required	September 2023	Gwenno Jones	Harri Pritchard	As required