

Glenman Corporation Ltd is committed to the principle of

***"right first time.... every time"***

through the development and continuous improvement of its organisation, methods, systems, resources and performance.

To this end we are committed to the implementation and improvement of a management system which is compliant with the internationally recognised standard for management systems, ISO 9001:2015.

The key elements of the system are:-

- Quality Policy & Objectives
- Quality Manual
- Processes & Procedures
- Standard controlled forms and documents
- Management Review
- Internal Auditing
- Continuous Improvement

The Quality Department headed by the Quality Manager has full responsibility for ensuring the continuous improvement and maintenance of the management system.

Our Quality Policy assures our clients that we can consistently deliver quality, timely and cost effective results in all areas of our operation.

**Our overall objectives are:**

1. Achieve continued growth in turnover while maintaining an acceptable level of profit margin.
2. Have in place a comprehensive management structure with appropriate resources and systems and ensure continual improvement of the system in line with overall company growth.
3. Ensure a diverse range of clients from both the private sector and the public sector.
4. Increase the % of projects undertaken that have a high level of architectural merit and design complexity, with an emphasis on increasing market share in health, pharmaceutical and third level education sectors.
5. Increase the % of projects undertaken through design and build procurement.
6. Increase the % of negotiated contracts while maintaining excellent relationships with all clients.
7. Deliver completed projects that:
  - a. are fit for use and meet regulatory requirements
  - b. meet or exceed client requirements
  - c. meet or exceed specification

through the provision of services that are Safe, Reliable, Timely and Cost-effective.

**In order to achieve these objectives, we are committed to the:**

1. Recruitment and retention of suitably qualified and experienced staff and the upgrading of staff capabilities and technical awareness through training and education.
2. Implementation and continuous improvement of a management system and structure which is ISO 9001:2015 compliant and ensures effective control and delegation of authority as appropriate.
3. Provision of adequate resources for effective execution of all activities.
4. Continuous evaluation and review of the performance of all sub-contractors and suppliers to ensure that only high calibre, experienced companies are used.
5. Ongoing examination and evaluation of new methodologies, techniques and materials as a means of delivering added value to clients.
6. Maintenance of a financially robust company with the capacity for growth.
7. Enhancement of our reputation for excellence.



Mr. Albert Conneally.  
Managing Director.