




Medium Schemes Framework 2 Quality Charter and Commitments

By effectively managing processes designed to deliver quality compliance, as MSF2 contractors we can be confident in meeting both the needs of the framework and our customers.

By understanding our commitments stated below we can instil a level of confidence that we will provide an effective and reliable product as well as exemplary service for our customers. This will develop collaboration with our stakeholders, ensuring all parties achieve their objectives for the framework and projects by providing what is required to the standard, first time.

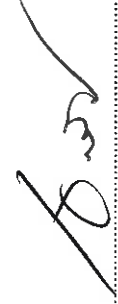
- Ensure that our proposals are aligned with the requirements of the customer's design and specification.
- Every package of work has an agreed inspection & Test plan (ITP) and effective checking and verification regime in place.
- The acceptance criteria for the ITP's meet all the relevant specification, contract and employer's requirements.
- Ensure all exceptions are recorded using a Non Conformance (NCR) process and they contain agreed corrective and preventive actions.
- NCRs are closed out in an agreed timeframe to avoid compromising follow on work which would otherwise be compliant.
- Measure, record, review and learn from all NCR's and defects throughout the contract, providing customer assurance that quality standards are being achieved.
- Ensure ambiguities or omissions are highlighted early to avoid unnecessary errors and waste.
- Maintain essential and sufficient documentation to demonstrate that the product has been installed in a compliant manner.
- Record and report our quality performance through the Framework Community Board (FCB).
- Use MSF2 as a conduit for learning and innovation to improve our quality and service performance to our customers, demonstrating the benefits of this collaborative framework.

Signed on behalf of the Medium Schemes Framework 2 contractors:


David Mellor



John Weaver



Mark Goslin






Graham Littlewood

Kevin Graham



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