

		
	Quality Policy Doc No: QAP01	Version: 12 Date: Sept 2021

Our mission is to decommission the UK's legacy nuclear sites safely, securely and cost-effectively in a way that protects people and the environment. Our quality management system includes a codified set of policies, procedures and processes to enable that mission to be delivered with quality outputs.

NDA is committed to achieving high standards of performance and consistently delivering on our commitments to customers and stakeholders. We will:

- Effectively communicate our values, policies and objectives
- Ensure responsibilities and accountabilities are clearly defined throughout the organisation
- Ensure we have the necessary organisational capability and management systems for our work programme and use it effectively
- Set clear and appropriate performance standards through a risk based and proportionate approach
- Monitor progress, evaluate and report performance
- Work proactively with customers and stakeholders to establish their expectations and requirements for our work programme
- Maintain effective systems for continual improvement, sharing good practice and learning from our own and others experience.

The following approaches have been developed to support the delivery of our mission:

- **People:** Our employees are our greatest asset. Staff are suitably qualified and experienced to enable them to be competent in their areas of work.
- We have a working environment where every employee is motivated to continually improve the efficiency and effectiveness of the organisation, its processes and management system.
- **Process** We have achieved certification to ISO 9001:2015 and ISO 14001:2015 and will continue to maintain and improve quality and environment management systems to ensure continued certification.
- **Objectives** are developed to promote the continual improvement of quality within the organisation. These objectives are aligned to the high level objectives set for the business.
- **Performance** Reviews of the quality management system will be conducted to ensure it remains effective and appropriate. These reviews will include customer satisfaction and feedback from appropriate sources. We will monitor progress against objectives

Approver *David Peattie*
Title Group CEO



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Owner: Michelle Pearse,
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