CORPORATE POLICY

Quality Management Policy

EFFECTIVE DATE	VERSION	NEXT REVIEW
11 August 2026	1.0	12 months after approval

POLICY OWNER	APPROVED BY
Quality Manager (accountable: Managing Director)	Board of Directors, [date]

APPLIES TO
All Boafo Nsa projects, suppliers and subcontractors

01 Policy statement

A structure that fails can kill people. Boafo Nsa builds exactly what is specified, proves it with tests and records, and never hides a defect. Getting it right first time is cheaper than rework, and our reputation for quality is how we win repeat work from clients.

02 Standards and classification

- ISO 9001 (Quality management systems), used as the framework for our system
- Ghana Building Code (GS 1207) and relevant Ghana Standards Authority (GSA) product standards, including those for cement, reinforcing steel and blocks
- Ghana Highway Authority and Department of Urban Roads specifications for road and bridge works
- Contract drawings, specifications and the Engineer's instructions
- Boafo Nsa's contractor classification with the Ministry of Works and Housing: [class to be confirmed]

03 Commitments

01 Understand the client's requirements fully before pricing and before starting work

02 Prepare a project quality plan and inspection and test plans (ITPs) for every major activity

03 Buy only materials that meet specification, with mill certificates or test reports

04 Test materials and work at the frequencies in the specification, using accredited laboratories where required

05 Hold inspection points: no concrete is poured, no layer is covered and no fill is placed until the required inspection is signed off

06 Record and correct every non-conformance

07 Hand over complete records: as-built drawings, test results, certificates and manuals

04 Key quality controls

ACTIVITY	TYPICAL CONTROL
Earthworks and road layers	Compaction tests and levels on each layer before the next is placed
Concrete	Approved mix design, slump tests, cube tests at 7 and 28 days, pre-pour checklist for rebar cover and formwork
Reinforcement	Certified steel, bar schedules checked, spacing and laps inspected
Blockwork	Block strength tests, line and level checks
Asphalt and surfacing	Temperature, thickness and core tests
Drainage and culverts	Invert levels and falls checked before backfilling

05 Non-conformance

Anyone who finds work or material that does not meet specification must report it. The Quality Manager raises a non-conformance report (NCR), agrees the fix with the project manager and, where needed, the Engineer, and closes it only after re-inspection. Nobody may cover up or falsify a test result; doing so is gross misconduct (BN-POL-01).

06 Suppliers and subcontractors

Suppliers and subcontractors are approved based on quality record, capacity and certification, and their work is inspected to the same standard as our own.

07 Continual improvement

We measure NCRs per project, test pass rates, rework costs and client satisfaction, hold lessons-learned reviews at project close, and carry out internal quality audits at least once a year.

08 Review

The Managing Director reviews quality performance with the management team at least twice a year. This policy is reviewed at least every 12 months.

END OF DOCUMENT