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## **LOST ART LIMITED: QUALITY MANAGEMENT POLICY**

### About this Policy

Lost Art's attitude with regard to quality is that our work should meet and where possible exceed the quality required by our clients at all times. In operating successfully as a business, we are committed to carrying out all our activities in a sustainable manner by pursuing continuous improvement in all aspects of our work.

As part of our commitment to continuous improvement, client focus and compliance with regulatory and statutory requirements, the company's Quality Programme is based on the following principles that identify, manage and evaluate our key business activities, and reduce risk in terms of process, people and health & safety:

### **Planning**

- Include quality and continuous improvement considerations in all our decision-making.
- Provide adequate support and resources for people at all levels to fulfil their responsibilities.
- Implement quality systems, standards and processes to enable all activities to be carried out in a sustainable manner.
- Conduct regular reviews of the company's performance and implement improvements as required.
- Continuously improve the company's quality performance.
- Continuously improve the company's Quality System.

### **Practices**

- Meet quality standards in the company's key activities.
- Assess the quality impacts of the company's activities.
- Plan, design, and complete all activities in a way that reduces or eliminates risks and hazards.
- Ensure compliance with quality standards, applicable legislation, regulations and codes of practice.

## People

- Appoint capable and experienced people to carry out work with a quality focus that aligns with Lost Art Limited's Quality System and the requirements of this policy.
- Provide opportunities for our people to develop the appropriate knowledge, skills and behaviours to ensure that every activity or task is carried out with the utmost respect for quality.
- Specify the need for contractors to carry out their work in accordance with Lost Art Limited's Quality System and the requirements of this policy, and monitor compliance.
- Communicate with relevant key stakeholders about the company's performance and activities.

## **QUALITY MANAGEMENT IN PRACTICE:**

Quite simply we guarantee to meet or exceed the specifications provided to us by a client. We will not quote for a project and then attempt to reduce the specification in order to retain an intended profit margin.

In order to achieve complete quality management we have a number of systems and practices in place.

Quality management will commence with both the Project Manager and Site Manager ensuring that the correct personnel are deployed for the tasks based on an audit of staff members' experience, training and qualifications with documentation provided by the Office Coordinator.

Prior to any work commencing the specifications will have been thoroughly checked by appropriate Lost Art Limited management and site supervisory staff, followed by documented discussions with the client and their representatives or personnel with design responsibility.

A system will be agreed for the circulation of documentation within Lost Art Limited specific to the project (including a project designation) and for sharing this information with the client. This will be identified along with the appropriate personnel at the stage of the production of the CDM. The control of project documentation will include a verification process by which the stages of the project will be identified and timetabled with adherence to this being monitored by the Lost Art office Coordinator and shared with the project and site manager plus the identified client liaison personnel.

In order that quality is maintained at the purchasing stage prior to manufacture, Lost Art Limited will be using suppliers with whom they have worked on previous similar projects in order that we are familiar with their products, working practice and quality management. In addition all supplies will be monitored and samples offered for inspection to the client at all stages.

Documentation of the arrival and acceptance of supplies will be the responsibility of the Office Coordinator.

Both the legal and technical requirements of our bespoke projects require detailed and specific method and safe working statements. This practice will provide for controlling and defining production processes and allows for the introduction of product checking at all stages of manufacture against defined criteria and will also ensure that specific elements of the project can be both identified and traced throughout the manufacture and installation process. This will be carried out by both Project manager and Site manager with records of inspection and acceptance being retained by the office coordinator.

Following from the defined manufacture process described above, samples of all components of the final manufactured product will be checked against the specification by both the project manager and site manager before being combined with other components and at all stages of the assembly. In addition, photographic records of all stages of the manufacture will be kept of both components and the fully assembled bandstand.

All staff are fully CSCS certificated and are involved in the identification of individual training needs, the devising of method statements, site and project induction and the content of toolbox talks. For example, 7 members of staff took part in a training course on roofing techniques specific to the roofing of bandstands and the office coordinator/manager (Damian Liptrot) is a qualified teacher for adult education and has provided instruction and education on a variety of subjects such as Asbestos Awareness.

Staff attendance, punctuality and service standards are the responsibility of the site manager who will normally be present throughout any period of onsite work. Other than that, the fact that we use a long standing team with low staff turnover for our onsite work, working to a pre-determined timetable that staff have been involved in devising means that we are highly confident that good working practices are adhered to at all times. We do not make use of casual or short contract labour of any sort due to the specialised nature of our work as this would be counterproductive and could compromise the quality of our work.

The above processes should ensure that the approach to project and quality management is preventative rather than corrective and that any problems at the manufacturing stage are identified before they become problematic in terms of adherence to specification or timetabling.

The defined stages involved in the production and installation will allow for ongoing record keeping for the final handover and the storing of the Health and Safety file associated with the project which will be the responsibility of the Office Coordinator.

At all stages all records will be kept on site in electronic format with a further copy at the Lost Art workshop.

Finally, statistical and/or qualitative analysis of any snagging lists at the end of previous projects will be used to inform development of quality management systems.

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| <b>Policy owner</b>   | Damian Liptrot/Office Manager     |
| <b>Approved by</b>    | Dominic Liptrot/Managing Director |
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