



QUALITY ANNEX

The North Midland Construction Group wish to deliver products, services and conditions that consistently meet and exceed customer expectations.

The NMC IMS department, reporting to the Chief Executive, provide an essential role within the Group in affecting and monitoring compliance and continuous improvement to achieve customer satisfaction.

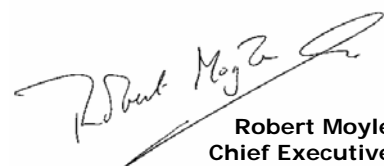
Group IMS Quality Function will:

- Work with each company / division to ensure that group quality objectives are implemented, progressed, monitored and reviewed.
- Regularly review Group performance through audits, inspections, complaints, records of commendation and incident / near miss reporting.
- Advise on new and forthcoming quality legislation.
- Compile quarterly progress reports for the Chief Executive.
- Provide general quality advice to all parts of the group.
- Aid with quality training programmes.

Group Key Quality Objectives:

- Reduce the number of sick days per employee from 1.47 to 1.18 (20%)
- Reduction of absenteeism per employee from 2.36 (days/employee) to 1.89 (days / employee) (20%)
- Reduce staff turnover rate from 27.24 to 24.5 (10%)
- Increase revenue turnover from £210m to £235m (10%)
- Achieve Zero Major Nonconformances from BSI (Certification Audits)
- Decrease the number of internal nonconformances from 408 to 367 (10%)
- Increase training days per employee from 0.927 to 1.1 (19%)
- Increase internal IMS Training Awareness attendances from 252 to 504 (100%)
- Increase the number of staff using IMSOL from 124 to 200 (61%)




Robert Moyle
Chief Executive
29th April 2008

