

Quality Policy

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Company	DEVA Maintenance Services LTD
Scope	Industrial, commercial, manufacturing and production engineering support across the UK
Applies to	Directors, employees, contractors, subcontractors and suppliers acting on behalf of DEVA Maintenance Services LTD
Policy owner	Company Director

1. Policy statement

DEVA Maintenance Services LTD provides specialist engineering and maintenance support for manufacturing, production, industrial and commercial facilities. Our work is built around uptime, reliability, practical engineering outcomes and professional service delivery.

We are committed to delivering work that meets agreed client requirements, supports safe and efficient production, reduces repeat faults and provides clear value to the client. Quality for DEVA means understanding the task, planning it properly, completing the work to a competent standard, communicating clearly and leaving the client with a reliable result.

This policy supports the way DEVA works as a practical engineering partner: responsive when needed, organised when planning is required and focused on long-term improvement rather than short-term fixes where a better solution is reasonably practicable.

2. Quality commitments

- Understand client requirements, site conditions, production priorities and agreed scope before starting work.
- Deliver engineering work using competent personnel, suitable tools, correct parts and practical workmanship standards.
- Comply with relevant client procedures, site rules, specifications, drawings, permits, RAMS and agreed instructions.
- Communicate clearly before, during and after work, including limitations, findings, recommendations, delays, risks and follow-up actions.
- Aim to get work right first time while recognising that safe, reliable and lasting solutions may require investigation, testing or staged improvement.

- Record and hand over useful information so that clients can make informed maintenance, reliability and production decisions.
- Review feedback, defects, complaints, repeat faults and lessons learned to improve future work.

3. Scope of work covered

This policy applies to all DEVA Maintenance Services LTD activities, including preventative and reactive maintenance, condition monitoring, remedial works, PPM creation and implementation, skilled labour supply, continuous improvement projects, OEE specialist services, shutdown support, installation support, fabrication, mechanical and electrical maintenance tasks, inspections and associated site work.

Where DEVA works on a client-controlled site, the client may have additional quality, engineering, documentation, food safety, hygiene, safety, environmental or production requirements. DEVA will work to those requirements where they are communicated and agreed as part of the task or contract.

4. How our services support quality and reliability

Service area	Quality and reliability contribution
Preventative & reactive maintenance	Restores and maintains equipment function, tackles defects, reduces repeat breakdowns and supports safe, reliable production performance.
Condition monitoring & remedial works	Identifies developing faults early, allowing planned repairs, better decision-making and reduced disruption from unexpected failures.
PPM creation & implementation	Turns maintenance knowledge into structured routines, clear checks, asset records and repeatable standards for production equipment.
Skilled labour supply	Provides competent engineering support to strengthen client teams, cover workload peaks and deliver planned tasks to agreed standards.
Continuous improvement projects	Targets root causes, repeat losses, changeover issues, process weaknesses and poor reliability through practical engineering changes.
OEE specialist services	Links availability, performance and quality losses to engineering action so improvements are measurable and focused on production results.

5. Quality responsibilities

Role	Quality responsibilities
Company Director	Has overall responsibility for this policy, client standards, work planning, review of feedback, corrective actions and ensuring DEVA work is delivered to a suitable professional standard.
DEVA engineers and employees	Carry out work competently, follow agreed instructions, check their own work, communicate issues clearly and report defects, limitations or improvement opportunities.
Subcontractors and labour supplied through DEVA	Work to DEVA and client expectations, provide suitable competence where required, follow agreed methods and raise any concerns that may affect quality, safety or completion.
Clients and site contacts	Provide relevant information on equipment, site standards, production priorities, access, permits, specifications, drawings, known faults and acceptance requirements.
Suppliers	Provide suitable parts, materials, equipment and supporting information such as specifications, instructions, certificates or data sheets where applicable.

6. Practical quality arrangements

DEVA Maintenance Services LTD will apply practical quality controls appropriate to the work being carried out, the client site and the level of risk or complexity. These arrangements include:

Client requirements and scope control

- Clarify the task, fault, outcome required, time constraints, access needs and any known risks before starting work where practical.
- Agree the scope of work, including any exclusions, assumptions, temporary repairs, limitations or follow-up requirements.
- Escalate changes to scope, unexpected findings, additional defects or delays to the client contact before continuing where they affect cost, safety, quality or completion.

Planning, preparation and job control

- Plan work so that labour, tools, parts, access, isolation, permits and production downtime are considered before the task starts.
- Use RAMS, permits, job briefings, client instructions, drawings or equipment manuals where required by the work.
- Prepare work so that avoidable disruption, repeat visits, incorrect parts and unnecessary downtime are reduced.

Workmanship and engineering standards

- Use competent engineering judgement and practical workmanship standards suitable for the equipment, environment and client requirement.

- Use correct tools, methods, fixings, materials and parts where reasonably available and suitable for the task.
- Avoid shortcuts that create avoidable safety, reliability, hygiene, environmental or production problems.
- Leave equipment, guards, panels, covers and work areas in a safe, tidy and usable condition after the task.

Parts, materials and suppliers

- Use parts and materials that are suitable for the application, environment and agreed standard.
- Where substitutions are required because of availability, cost or urgency, communicate this to the client where it may affect reliability, warranty, specification or future maintenance.
- Use suppliers and subcontractors who can support DEVA and client expectations for quality, reliability and safe delivery.

Inspection, testing and handover

- Check completed work before handover, including basic function, security, guarding, leaks, unusual noise, vibration, alignment, settings and obvious defects where relevant.
- Support testing, commissioning or production restart with the client where required by the task and site procedure.
- Clearly communicate any remaining risks, temporary repairs, further work required, parts required or recommended improvements.

Documentation and records

- Provide useful records where required, such as job notes, findings, photographs, readings, asset details, settings, parts used, defects found and recommendations.
- Support client PPM systems, maintenance schedules, checklists, OEE reviews and improvement records where this forms part of the agreed work.
- Keep records proportionate to the job, client requirement and level of engineering risk.

Non-conformance, defects and corrective action

- Treat complaints, workmanship issues, missed requirements, repeat faults and defects as opportunities to learn and improve.
- Investigate quality issues proportionately, agree corrective action where required and communicate the outcome to the client where appropriate.
- Record lessons learned when they can improve planning, workmanship, communication, parts selection or future reliability.

Subcontractor and supplied labour control

- Set clear expectations for subcontractors and supplied labour before work begins, including site rules, quality expectations, reporting routes and agreed scope.
- Use competent people for the work required and request evidence of competence where appropriate.
- Review subcontractor performance where their work affects DEVA quality, client satisfaction or future delivery.

7. Communication and client service

- DEVA aims to work as an extension of the client engineering team, with clear, practical communication and a focus on useful outcomes.
- Findings will be explained in plain engineering terms, including what was found, what was done, what remains outstanding and what could prevent repeat issues.
- Where a fault cannot be fully resolved during the visit, DEVA will communicate the likely cause, temporary controls where applicable, parts or information required and recommended next steps.
- Client feedback, including positive feedback, complaints or improvement suggestions, will be used to improve future service.

8. Continual improvement

DEVA Maintenance Services LTD is committed to improving the way work is planned, delivered, documented and reviewed. Improvement may come from client feedback, repeat fault analysis, OEE data, downtime patterns, job reviews, near misses, defects, supplier performance or lessons learned from completed work.

- Review repeat faults and downtime issues to identify root causes rather than only treating symptoms.
- Use PPM, condition monitoring and improvement work to reduce avoidable failures and improve asset reliability.
- Develop templates, checklists and records that make maintenance work easier to repeat, audit and improve.
- Review this policy and working practices at least annually or following significant changes to DEVA activities, client requirements or quality concerns.

9. Relationship with safety and environmental standards

Quality work must also be safe, legal and responsible. DEVA will not knowingly complete work in a way that compromises health and safety, environmental control, legal compliance or client site rules in order to meet cost, speed or production pressure. Where there is a conflict between speed and safe reliable delivery, the risk will be discussed with the client and controlled before work continues.

10. Review and approval

This policy will be reviewed at least annually, or sooner if there is a significant change in DEVA Maintenance Services LTD activities, client requirements, service scope, quality risk profile or following a significant quality issue.

Approved by	Daryl Gibson, Director
Signature	_____
Date	06 July 2026
Next review	July 2027

This policy is suitable for publication on the DEVA Maintenance Services LTD website and for issue to clients on request. It does not claim ISO certification and does not replace any client-specific quality procedures, specifications, permits, inspection requirements or contractual terms that apply to a particular site or project.