



# INSPIRING QUALITY



As a leading North American construction solutions partner, a significant contributor to Graham's success is our commitment to continually improving the products and services we provide.

Our core quality management principles, listed below, provide the framework for operational excellence at all levels. This framework creates the conditions that ensure everyone from Senior Management to individuals performing the work tasks are actively engaged in achieving the strategic vision of 'doing it right the first time, every time.'

Graham's continued success depends on:

## CLIENTS

Graham believes in understanding our Clients' current and future needs, adding value through our expertise, committing to early involvement, focusing on reliability, and delivering products and services to align their expectations. Through these deliverables we will develop strong relationships creating repeat business opportunities.

## LEADERSHIP

Graham's leadership is committed to developing and communicating Graham's strategic vision, maintaining a culture of trust and integrity, modeling ethical behavior, and encouraging everyone to participate in the continuous improvement of our systems, process and procedures.

## EMPLOYEE ENGAGEMENT

Collaboration is stronger across Graham with the goal to; inspire, encourage and recognize contribution while respecting individuals and their ideas. Engagement surveys are conducted to assess employee satisfaction and identify areas where attention is required. Our Senior Management has specific, regular activities within the Quality Management System to ensure the health of the program and demonstrate engagement.

## ACCOUNTABILITY AND TRAINING

Graham is a results driven organization. Clearly defining the activities, evaluating the risks, developing the mitigating processes, assigning responsibilities, and providing training will allow Senior Management to measure the outcomes and hold individuals accountable to create consistent and desired results with efficient use of assigned resources.

## EVIDENCE BASED CONTINUOUS IMPROVEMENT

We define, measure, analyze and evaluate effectiveness through use of key performance indicators, lessons learned, analysis of previous decisions and results, and customer satisfaction. This detailed information allows Senior Management to make informed decisions and take appropriate actions based on evidence supplied.

By continually improving Graham's performance, capabilities and the ability to react to change we create new opportunities, improve our outcomes and further mitigate risks. With a focus on root causes, analysis, preventative or corrective action and development of lessons learned while maintaining a culture of innovation we aspire to be the leader in the construction industry.

## RELATIONSHIPS AND INTEGRATION

Graham is committed to ensure that Quality is an integral part of all our work. We believe that maintaining positive relationships with our suppliers, subcontractors and partners will help optimize their impact on the products and services we provide. By establishing collaborative development and improvement activities and providing performance feedback and improvement initiatives we shall continue to foster these relationships.

Andy Trewick  
President and Chief Executive Officer  
Graham 2022

