

Quality Policy

Quality is an essential to the success of our business. Currently all of our current projects are obtained through recommendation. Therefore, if the required standards of quality are not obtained, we would not get the recommendation from our past clients.

As a company that achieved **Investors in People Status** which is a quality benchmark in itself we feel we have in place a simple process that works to ensure we continue to get the referral work that is so important to us.

The quality of our product is determined by various means:

- The Building Regulations set the minimum standards that apply to all building works however small.
- The NHBC Regulations apply to the new housing we do. These standards stand alongside the Building Regulations but are more thorough and are changed frequently.
- Many of the small works we do in domestic properties are administered by structural engineers who specify the standards required on a particular project.

Monitoring of quality:

Checking the standards of quality is an ongoing process throughout a project. To ensure we meet the standards we do the following:

- Make sure that our employee's know what the quality standards are.
- Make sure that we use employee's with the correct skills for that particular job.
- Make sure that where appropriate additional training is given.
- We have a specific form to be filled in when checking employee's work.
- Provide sample panels to show the agreed quality standards that we have to achieve.
- The supervisor will check quality and issue if appropriate a snagging sheet, a copy of which is sent to the office. He will then do a follow up check to ensure the snagging items are made good.
- Quality standards are on the monthly meeting agenda and are discussed at length. Especially important is the feedback about the subcontractors that we use for certain elements of our work. If we receive reports of a lowering of standards by one of our subcontractors this is followed up with the subcontractors office rather than with their site operatives.