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Quality Policy



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# Quality Policy

## Document Control

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Serial Number	Amendment Number	Date	Signature	Name	Remarks
0603CC	01	21/12/19		F Kofler	Issue of new company policy and arrangements
0603CC	02	20/12/20		F Kofler	Full review, all sections updated

Date of next review : 01-01-2022

Approved 20 December 2020

# Quality policy

## Policy Statement

Castlehouse Construction are committed to provide an excellent service in the area of Quality management by continuously improving client service, our people and company operations.

The Directors lead in providing project satisfaction and providing an added value service at all times.

Our Senior team are committed to the efficient operation and continual improvement of performance and the quality management system. Castlehouse Construction aims to provide defect free goods and services to its customers on time and within budget.

Castlehouse Construction operates a Quality Management System and are currently working towards and preparing for ISO 9001:2015 UKAS accredited certification.

### The management is committed to:

- Develop and improve the Quality Management System
- Continually improve the effectiveness of the Quality Management System
- The enhancement of customer satisfaction.

### The management has a continuing commitment to:

- Work with customers to ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Communicate throughout the Organisation the importance of meeting customer needs and legal requirements
- Establish the Quality Policy and its objectives
- Ensure that the management review meeting sets and reviews the quality objectives, and reports on the Internal audit results as a means of monitoring and measuring the processes and the effectiveness & suitability of the Quality Management System and objectives set
- Ensure the availability of fully trained and competent resources and provide training to continually improve the effectiveness of the Quality Management System.
- Continuous monitoring quality performance and implementing improvements when appropriate
- Comply with all English and EU legislation and regulations specifically related to its business activities
- Take into consideration the views of interested parties and the effect the company's activities have upon the environment.

Each employee will be made aware of the importance and contents of this quality policy and be encouraged to contribute to the success of the quality management system. Castlehouse Construction's commitment is meeting the requirements of ISO 9001:2015 ready for accreditation.