

QUALITY POLICY

The Company's Quality Policy is communicated, understood and implemented throughout all levels and is regularly reviewed for continued suitability.

Pacy + Wheatley Limited are committed to a procedure of quality work and service in accordance with client requirements and our activities as building contractors to client specifications. In order to meet these objectives we have implemented a Quality System which addresses the requirements of BS EN ISO 9001:2008 and client specified parameters. We monitor and maintain our system by regular audit and review carried out by persons independent of the functions they audit.

We are committed to meeting the requirements of continual improvement of our systems and operations and to reviewing this policy for continuing suitability to the needs of the clients and the company.

One of our managers has been appointed Quality Management Representative who, irrespective of other responsibilities, has authority and responsibility for ensuring that the requirements of British, International and client standards are maintained.

We acknowledge the need to train our personnel to enable them to carry out their required tasks in order to provide and maintain a satisfactory construction and joinery facility and service to our clients. The Company's Directors have authority to make decisions with the scope of their responsibilities.

The requirements of this Quality System are mandatory on all personnel and it is therefore their responsibility to work in accordance with the procedures.

And, as Sir John Egan said, **"If there's one constant about customers, it's that they will change – in taste, attitude and demands. So find new ways to give them the best possible experience the absolute fundamental aim is to satisfy customers"**.

To which these procedures are entered and why we must embrace their usage.

Signed:



Managing Director

Date:

7th SEPTEMBER 2009



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Originator:	Anthony Wheatley – MD	Approver:	Anthony Wheatley		