

QUALITY ASSURANCE POLICY

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Our objective at Construction & Management Limited is to provide all our Clients an outstanding service so that they return with a future business and recommend us to others.

QUALITY POLICY

We are actively promoting the culture of “Service Excellence” at all levels in the organisation so that our Clients will receive a helpful, friendly and professional approach from everyone in our company. We are developing the attitude of “getting it right first time” in everything that we do and only accepting the best. We must believe that our Clients are right and pay close attention to understanding and solving their needs and problems.

We maintain and seek to improve our quality standards and systems through participation of staff at all levels. Our sub contractors and suppliers must share our quality culture and strive to deliver the best possible service at all times. Their performance must be monitored to ensure that standards are maintained and new sub contractors and suppliers must be carefully vetted and supervised.

Repeat business which is essential to our company will only be gained from satisfied Clients. We are therefore endeavouring to deliver all projects snag free, by inspecting work at each stage and snagging and de-snagging all areas before handover.

QUALITY PROCEDURES

On appointment we will prepare a Quality Plan for the contract detailing any special procedures required for the project. Our procedures will include:

- Contract handover and commencement
- Drawings control
- Information required and site instructions
- Labour records
- Contract reports and meetings
- Inspections and snagging
- Suppliers
- Materials and plant inspections
- Handling, storage and protection
- Cost control and reports

In addition to providing samples, we recommend that a mock up be constructed of a representative finished area to demonstrate the design, confirm build-ability and construction details and to set a precedence of quality for the finished work to achieve.