

POL003 Quality Policy Statement

It is my policy to provide to my Company's customers, products and services, which are fit for their intended purpose and are delivered conforming with the Customers, Manufacturers and with the purpose and context of the Company. Producing a quality product whilst maintaining customer satisfaction in a cost-effective manner.

To this end management systems and procedures are applied to meet the quality goals of the Company to ensure the effectiveness of the quality management system and to satisfy the seven principles of BS EN ISO 9001:2015:

- Our primary focus of will be to meet customer requirements and to strive to exceed customer expectations
- Managers at all levels will establish unity of purpose and direction creating conditions in which my employees are engaged in achieving the quality objectives of my company
- All employees are competent, empowered and engaged in delivering value.
- Consistent and predictable results are achieved more effectively and efficiently.
- My company and employees will be focused on improvement.
- Management decisions will be based on the analysis and evaluation of data and information.
- Relationships with interested parties, such as external providers will be managed

Notwithstanding the above I shall strive to create an environment that stimulates innovative thinking and provide continuous improvement within the Quality Management System. Maintain awareness of and apply where appropriate new developments in construction and Civil Engineering technology and business methods with our customers.

I shall:

- Ensure that we can demonstrate improvement in our service delivery and internal processes so that we will continual to meet and build on customer requirements and stakeholder expectations.
- Ensure that we can deliver the quality goals by the establishment and implementation of management objectives and processes, which will be monitored against the requirements of the Quality Management System, legislation and our customer's requirements.
- Set and monitor personal and job-related quality objectives for my Managers, which will ensure that the correct standard of quality is maintained, monitored and progressively improved.
- Ensure that the Quality Policy is made available to employees and relevant interested parties either via the company's website or made available if and when requested.

These arrangements and objectives will be managed by myself but administered by the Management Team utilising documented information.

Leadership and accountability by myself at the highest level and assisted by the Management Team. I, as the Managing Director will maintain executive control of the Management System.



Liam Clear
Managing Director
Pyramid Builders Ltd

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