


# Quality Policy Statement

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## Introduction

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Kingfisher Construction Services Ltd, recognise the importance that the quality of our service has to the future of our business.

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow and long into the future.

We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System conforming to ISO:9001 which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:-

## Our Aim

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Our aim is to ensure that:

- We deliver a quality service to maintain excellent customer relations through our commitment to ISO:9001
- Customer satisfaction remains inherent to our business
- Our customer's requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period

## Training

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Each Project Director is responsible for ensuring that their staff and site operatives, no matter how they are employed, are adequately trained and capable of undertaking the roles allocated to them.

## Communication

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This Policy Statement is available to all the Company's employees and other interested parties.

## Review of Performance

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To ensure that this policy remains effective and relevant to Company activities it will be maintained under continuous review by the Health & Safety team.

The policy will be updated to reflect changes to legislation, new knowledge or practice on an annual basis.

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## Quality Policy Revisions and Reviews

Issue Number	Date	Revision Made	By Who
1	January 2015	First Issue	PH
2	15.1.18	General Review	SAW
3	6.1.20	General Review	PH
4	6.1.21	General Review	PH
5	4.1.22	General Review	PH
6	3.1.23	Referencing to ISO:9001 included	PH
7	2.1.24	General Review	PH

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