

QUALITY POLICY STATEMENT

The Directors and Management of Whitehouse Construction Company Ltd are committed to operate every aspect of the business, to those standards that offer the highest possible quality of service to all clients. This is supported by a progressive management style that encourages a quality culture throughout our company.

To reinforce this commitment, a Quality Management System (QMS), designed to BS EN ISO 9001:2015 QMS is in place to ensure the company operates effectively and efficiently and meets the needs of customers. The management are committed to the continuous improvement of this QMS by establishing and annually reviewing quality objectives for all areas of the company.

The retention of registration to BS EN ISO 9001:2015 is a minimum requirement for all areas of the Company as is the continued search for improvement. The effectiveness of the QMS is monitored by planned audits, management reviews and effective corrective and preventive action.

Customer complaints are recorded in the Board meeting and are then discussed in the SHEQ meeting.

Positive Intervention reporting is a key driver in continual improvement, and we are targeted with improving our Positive Intervention rate.

All personnel have been made aware of the management commitment to this policy in particular and quality in general and are encouraged to demonstrate their own support to the system by continuous active participation.

SIGNED:  Date Reviewed: 04 December 2019

PRINT: Steve McKeown

POSITION: Managing Director and Director Responsible for Safety, Health, Environment & Quality (SHEQ)