



## QUALITY POLICY STATEMENT

### James Carroll Builders & Contractors

James Carroll Builders and Contractors Management and Staff are committed to understanding the needs and expectations of all the Company's Clients, to ensure the delivery of excellent service at all times, whilst fulfilling the requirements of BS EN ISO 9001: 2008 and Statutory Law. In doing so the Company will employ management systems that continually improve the quality of its delivered projects and increase the satisfaction of its Clients, employees, Stakeholders and the Community at Large.

The Company will monitor levels of Client Satisfaction and endeavour to hand over Projects on time, within budget, defect free, with the provision of all necessary completion documentation.

It is fundamental to the objectives of the Company that the Quality Management System provides:

- confidence in its Clients that their requirements for Quality and Service are being achieved, first time as the norm and that any problems that may arise are solved in a timely and professional manner;
- confidence in its Management and Staff that the requirements for Quality are being fulfilled and maintained, and that improvements take place proactively;
- a framework for establishing and reviewing Quality Objectives and Targets.

The Management Team is conscious that the motivation of employees is dependent on their training, development and understanding of the tasks they are expected to perform. It is part of the on-going training programme that this Policy is communicated and understood at all levels in the Company.

**Signed:**

**Date: 11<sup>th</sup> November 2010**

A handwritten signature in black ink, appearing to be 'M. J. Carroll', written over a white background.

**Managing Director**