

POWELL DEMOLITION & BUILDERS LIMITED
QUALITY POLICY STATEMENT

The quality policy defines the Powell Demolition commitment to service quality and customer satisfaction. It is fully endorsed by management and directors, and is on prominent display in the offices and sites.

It is the policy of Powell Demolition to consistently meet the needs and expectations of its customers by providing services which, as a minimum, conform to specified (including Statutory and Regulatory) requirements, including BS 8167, together with customer requirements which are not specifically documented.

Through the management review process, we set and monitor Quality Objectives. The overall company objective is to ensure the continual improvement of its Quality Management System.

These objectives will include specific objectives in the following areas:-

- Customer satisfaction.
- Increase in the number of clients, particularly Local Authority clients.
- Delivery Performance.
- Reduction in Non-conformances.
- Reduction in Customer Complaints.
- Compliance with relevant regulatory and company and industry standards.
- Staff Turnover.
- To maintain our ISO9001:2000 certification.
- To be viewed by our customers as a supplier that is flexible, responsive and easy to do business with.

To help with this, Powell Demolition maintains a Management System that complies with the requirements of ISO 9001:2000.

Through Customer feedback and the use of trend analysis, we try to maintain a culture of continuous improvement of its services, people and processes.

Signed:.....

Dated:.....