

## **QUALITY POLICY STATEMENT**

Connors Building and Restoration Ltd is committed to delivering a quality service and ensuring our projects exceed the expectations of our customers and clients.

We will endeavour to deliver our projects, safely, on time, to a high standard of workmanship, and within budget, whilst at the same time ensuring that due consideration is paid to the needs of our clients, customers and to the environment.

Quality management objectives have been established by Senior Management in order to minimise incidents in terms of customer complaints, suppliers' defects, internal operational incidents and system audit incidents.

We believe the quality of the company's service is achieved by providing well trained and experienced personnel in all areas including supervision and management along with a common-sense approach and organised management systems.

The Directors of Connors Building and Restoration Ltd are committed to:

- Ensure the availability of the resources necessary to fulfil the requirements of the Quality Policy.
- Communication is the key to our system therefore at all levels of the business communicate instructions and feedback at every opportunity.
- All staff to competently deliver their tasks to the best of their ability.
- Develop and improve the effectiveness of the Quality Management System to enhance customer satisfaction.
- Constantly monitor quality performance, set appropriate objectives, and implement improvements when appropriate.
- Review the company management systems regularly to ensure their continuing suitability.

*\* This policy will be reviewed on an annual basis and any revisions briefed to personnel*

**Terry Connor**  
**Managing Director**

**Signature:**



**Date: 10<sup>th</sup> October 2023**