

QUALITY POLICY

We CAPITAL committed to consistently deliver High quality, reliable and value integrated **Facilities Maintenance** services and **MEP Contracting** services to our clients.

Quality Control has the ultimate purpose to assure the Main Contractor & Client/ Consultant that the permanent works are constructed, Maintained, Serviced and handed over in compliance with the standards and the requirements stated in the Contract documents and International Standards.

Capital Quality Control places effective controls on functions of Contract execution that affect quality from the review and planning of Contract to the Completion of the works.

Documentary evidence of conformance to these controls is maintained to give assurance to Main Contractor & Client/Consultants that the Quality Control is being adhered to.

The Management Team efforts with regard to the review and planning of the Contract, the issue of clear, comprehensive work instructions and the objective use, resolution, corrective action and preventive action from recurrence of feedback information collected.

The requirements of all personnel adhering to the documentary operations, procedures, method statements and work instructions issued to them and providing the feed-back information to allow the systems on going refinement and adjustment that further enhance the effectiveness and efficiency of the Quality System.

Objectives:

- Providing the Quality service on time
- Immediate action upon customer complaints
- Adoption of update methodology for the service enhancement to our customers
- To be always environmental friendly.
- To comply with the International standards and abide the UAE Regulation.
- To promote quality management systems and ensuring the implementation is achieved from time to time.
- Planning the resource requirements and achieving it as per our client needs.
- To maintain proper documentations on procedures, work instructions and preserving the records.
- Professional Team development for Management and Engineering
- Maintain the Employees satisfaction to achieve the Quality to full fill the Client / End User Requirement.