

# Quality Management Policy Statement

## Introduction

2D Building Contractors Limited was established in 2011 to provide general building works, carpentry works, plastering, planned and reactive maintenance and painting and decorating to the construction industry. We are based in Pontyclun and employ 20 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

## Policy

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees, all kept up to date with a training matrix
- regular audit of our internal processes including reviews with office staff and site managers.
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

## Policy Implementation

Our internal procedures are reviewed regularly and this policy is made available to all employees.

This policy is kept in in the company's files and also an electronic version is saved on our system.

Although the Managing Director has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

If any staff member has anything they would like added or amended please send details to [info@2dcontractors.co.uk](mailto:info@2dcontractors.co.uk).

The next policy review date is 09/08/2022.

Signed: - Director

Date: