



## MARSHALL REGAN

DEVELOPMENTS

### Quality Policy

Marshalls Construction Ltd considers that effective Quality Management to be of major importance to its business and is committed to continuous improvement in performance in all areas of Quality. We therefore believe that there are 'No problems only solutions'.

Marshalls Construction Ltd is committed to developing a business which responds to its identified markets. Through our Business Management System the company identifies the needs of its customers and the requirements of interested parties to allow planning for the delivery of the activities we do, which meet agreed customer requirements whilst aiming to provide excellent standards of service.

#### Marshalls Construction Ltd will:

- Comply with standard requirements pertaining to quality adopting a standards based approach to Quality Management including legislative requirements, including but not limited to the Health and Safety at Work Act and building regulations where applicable
- Maintain high standards of productivity whilst maintaining quality of work through effective training and competence management
- Ensuring our employees are competent to discharge their personal responsibilities in a reliable and professional manner that meets quality standards
- Engage and consult with employees on day-to-day quality conditions and provide advice and supervision on meeting quality standards
- Encouraging our employees to actively participate in developing our Quality Management system and Quality initiatives by welcoming suggestions from our employees on how quality might be improved

Marshalls Construction Ltd seeks to maintain competencies and develop the knowledge and expertise of existing and new resources to provide for the needs and expectations of our current and future clients.

To ensure the effective implementation and communication of this policy and its resultant processes, all the necessary resources and authorities are made available. Using our Business Management System, we drive for excellence through continual improvement by providing a dynamic system which responds to the needs of our clients. This is supported by the establishment, maintenance and review of specific, measurable, achievable, and realistic timescales of the company objectives.

We endeavour to explore every opportunity to enhance the quality of the services we provide to our customers and look to our stakeholders for support and co-operation in making our policy truly effective. The Directors are committed to the successful delivery of this policy.

Marshalls Construction Ltd ongoing commitment is to continually improve the quality our work activities by regularly reviewing the effectiveness of our Business Management System.

The principal responsibility for the implementation and communication of this policy is with the Director who has taken ownership of the successful delivery of the policy. It is also the responsibility of all employees of Marshalls Construction Ltd to implement this policy once communicated which underpins the Marshalls Construction Ltd commitment to Quality Standards.

**R McVaddy**

*Director*