

Quality Policy Statement

Partnering Contractors Limited was established in 2000 by the current managing director providing a quality building, refurbishment and roofing service to a variety of clients in London and the Home Counties. The company aims to ensure that the service it delivers for clients and customers exceeds expectations and requirements. We are committed to continual improvement and have established a quality management system which provides a framework for measuring and improving our performance.

We have systems and procedures in place to support our aim of total customer satisfaction and continual improvement throughout our business by:

- Regularly gathering and monitoring customer feedback
- Establishing a customer complaints procedure
- Selecting and monitoring of our suppliers against set criteria
- Training and developing our employees
- Regularly auditing our internal processes
- Measuring quality objectives which reflect our business aims
- Undertaking management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and held in a quality manual which is made available and communicated to all employees.

Though the managing director has ultimate responsibility for quality, all employees have a responsibility within their own areas of work in assisting to ensure that quality is embedded within the whole company.

Signed: 

Managing Director, Astin Burchell
 Partnering Contractors Ltd.
 Dated: 19th August 2016

Doc:	Quality Policy	Version No.	5
Dated:	19 th August 2016	Review:	August 2017