



Quality Policy Statement

BMR are committed to the provision of construction services to a consistent high quality with the aim of exceeding our clients' expectations. We operate our business with a strong emphasis on quality management and control and perceive quality management as an ongoing process throughout our contracts. We have a policy and systems in place based upon the principles of ISO 9001 to monitor, measure and continually improve the level of service we provide.

We encourage open, two-way communication and involvement with our clients, end-users and supply partners, and are proactive in adding value through cost, time and sustainable solutions and alternatives. Our services are delivered by a highly experienced, trained and professional team all with extensive experience and specialist knowledge in the latest and best construction techniques.

We undertake to:

- Deliver a first class service and product on all contracts through strict quality assurance procedures at all stages of the project life cycle
- Comply with all of the international standards, legislation and any other requirement from interested parties. in respect of our activities
- Create a Quality Plan for each contract, outlining the operational parameters and service level expectations by all
- Induct and train all staff on quality procedures, expectations and customer care
- Maintain comprehensive quality records
- Promote a 'Zero Defects' approach on every project
- Create and maintain safe working environments and procedures
- Provide a dedicated and focused team of qualified, trained and experienced industry professionals
- Maintain ongoing training and the professional development of our staff
- Procure and employ only best quality and new components and fittings compliant with UK/EU standards
- Carry out regular audits and checks of our works
- Work collaboratively with our supply chain to provide best quality products and service at all times
- Continually review and improve our performance with our clients and against Key Performance Indicators

Main Title: Quality Policy

Document Ref: QPS

Version: 01.00

Date: 21.04.15



- Focus upon process management, utilising customer feedback for the continuous improvement of our services
- Provide excellent customer care to all stakeholders affected by our works at all stages, including post-completion aftercare
- Operate a Complaints Procedure to swiftly acknowledge and rectify any arising issues
- Stay abreast of industry developments and best practice and adapt our services, training and working methods to ensure we are continually delivering the best service possible
- Regularly review the Policy

Responsibilities

All Directors are responsible for the implementation of this policy under guidance from specialist consultants. All BMR staff are responsible for delivering their roles and responsibilities in full accordance with the guidelines set and training provided.

Communication

This policy and the company procedures are inducted to all staff upon joining BMR with updates provided thereafter dependent upon any changes including legislation, working practice and training. Copies of this policy will be available at Head Office and on each site for reference to all stakeholders.

Staff will be environmentally trained in accordance with their role and responsibilities.

Signature

Thomas McDowell
Director

Dated 23rd April 2015

Quality Policy Revision History

No.	Chapter Date	Amendment details
01.00	All	First published version in accordance with ISO 9001:2008 21 st April 2015