

Quality

We are a mechanical and electrical design consultancy and installation contractor working together with many manufactures and contractors, of which we are committed to the management of services provided to clients and to implement a process of continual improvement to benefit the company and each client. By conforming to the specific requirements stipulated in the agreement made with each client, we provide a service based on skill, care and diligence.

Each project shall be assessed and adhered to the company's quality policy. To fulfil the policy, staff at all levels are involved in taking responsibilities in compiling as a minimum a 'Quality Assurance Plan' for all projects. The company managing director has responsibility for Quality Policy and is in charge of implementing the policy.

The objectives which underpin the policy are:

- To develop a full understanding of the needs of our customers
- To work in close co-operation with clients, customers, suppliers and sub-contractors to provide the right quality work and service, first time
- Actively to seek customer feedback and to use this as a format for continuous assessment and improvement
- To develop the potential of our employees to ensure all members of staff are capable of undertaking work required in a safe and responsible manner, in accordance with the Company's Health and Safety and Environmental policies
- Work to current industry standards set out by the British Standard Institution and European Standards

Achievement of these policy aims involves all staff, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all.

Our approach is to listen to our clients and customers and to openly discuss the individual requirements of every project, thus ensuring that our clients remain fully satisfied with our service delivery.

Mark Barron

Managing Director