



## **Quality Policy Statement**

Although we are a small business, quality and ensuring good standards of working practices whilst building and maintaining excellent working relationships is an essential part of our business ethos. We do not have a fully certified quality management system but this does not mean that we will ignore the basics and fundamentals of looking to reduce expensive mistakes; increase efficiency by improving use of time and resources; always looking to improve customer satisfaction.

To support our quality statement we will always aim to:

- Deliver a quality service to maintain excellent customer relations
- Ensure customer satisfaction will remain an inherent part of our business
- Ensure our customers' requirements have been fully understood and met
- Ensure everyone at D.B Brickwork Ltd knows what to do if a complaint is received
- All work is delivered and carried out consistently to a defined standard
- D.B Brickwork Ltd will ensure the business has the skills and resources to fulfil our customers' requirements
- All staff are fully trained and involved in quality improvement
- Strive to continuously improve our systems and procedures
- Only use services that meet our own quality assurance standards
- Provide a professional approach to customer interface whilst ensuring this will always be maintained
- Investigate and resolve customer complaints efficiently within an acceptable time period
- Gather information and evidence which in turn helps our customer delivery
- Regard complaints as any expression of dissatisfaction whether justified or not about any aspect of D.B Brickwork Ltd service delivery

We recognise the importance that the quality of our service has to the future of our business.

Quality is a degree of excellence which is ever changing, every member of staff shall be involved in managing how we improve today, tomorrow and into the future.

From the smallest procedure to the largest contract, quality is the passport to customer satisfaction which in turn will help D.B Brickwork Ltd grow into the future.

This quality policy statement has been implemented and will be reviewed at regular intervals, any issues or problems identified will be rectified with remedial actions implemented to prevent reoccurrence.

**Managing Director**

**4<sup>th</sup> August 2020**