

Quality Policy

CBS Concreting Limited has been operating for 25 years as specialist sub-contractor experts in industrial concrete flooring.

The directors and management of CBS Concreting Limited are committed to ensuring a high standard throughout the business to deliver the best quality service to our clients. We have a high level of repeat business, and always try to exceed customer expectation by providing products and services that fully conforms with our customer requirements. We are committed to the requirements of ISO 9001 and to the continual improvement of our quality management system.

To meet our objectives, we will:

- Ensure that it meets the needs and requirements of the customers and will seek to continually improve our service.
- Strive to improve and enhance its performance by setting objectives and targets, which are continually reviewed to ensure they are understood, acted upon and met.
- Provide training, support, resources and encouragement to all employees to ensure they realise their full potential in meeting the quality policy and its objectives.
- Meet statutory and regulatory requirements that apply to products, processes and activities.
- Establish partnerships with suppliers and interested parties and will continually develop the partnerships to provide an improved service.
- Provide a framework for setting Quality objectives and conducting management review.

We ensure that:

- We set out robust quality planning systems to enable safe and coordinated work.
- Map Processes, materials and workmanship to deliver a quality finished product.
- Inspect and test our works so we get it right first time and reduce defects.

Delivering our quality requirements will be achieved by:

- Understanding our markets and customer needs and expectations and continuously improve our service to facilitate growth.
- Engaging with our clients, supply chain, designers and partners.
- Identifying and working in compliance with applicable legislation, compliance with regulatory bodies and accepted industry standards.

- Driving continuous improvements through the adoption of innovation and best practice.
- Maintaining a healthy and constructive work environment that enables our employees to produce maximum output.
- Establishing, implementing and reviewing our own quality targets to drive continual improvements.

This Policy will be communicated throughout the organisation and to all interested parties. It will be reviewed periodically to ensure the continuing success of CBS Concreting Limited.

“All our company policies are reviewed quarterly to ensure that CBS Concreting Limited remains knowledgeable, learned and abreast with the latest industry legislation. **We employ highly trained professionals and outsource consultancy where applicable** to ensure the highest standard of consultation is received. I personally communicate each policy to all of our members to ensure anyone representing CBS Concreting Limited are well briefed, attentive and working safely.”

