

Quality Policy

The Managing Director is responsible for assuring the quality policy is understood, implemented, and maintained at all levels. This is accomplished through one-to-one and/or group meetings of all employees.

Following is a copy of the current policy: -

SJ Roberts Construction Ltd is committed to the achievement of the clients requirements and expectations, and to continuous improvement in quality, value and service.

This commitment is demonstrated by:

- **the achievement and maintenance of prescriptive quality assurance standards, such as BS EN ISO 9001 and any customer approvals within our market sector**
- **effective training and development of all of our team and professional relationships with all our customers, sub-contractors and suppliers**
- **the setting of quantitative objectives and striving for continuous improvement**
- **the emphasis on prevention of problems rather than detection in the drive to ever decreasing defect frequencies**
- **recognising the prime importance of customer satisfaction in all our activities**

All the members of our team understand this policy, have a personal copy of the policy statement and are personally responsible for the quality of their own day-to-day functions. The policy is reviewed annually.

Mike Sambrook

Managing Director