

Quality Policy Statement

H Sweet & Sons Ltd provides a comprehensive building service offering construction excellence with a wealth of experience in the Commercial, Residential, Retail and Industrial sectors.

We depend on our customers and therefore should understand their current and future needs, meet their requirements and strive to exceed their expectations.

In fulfilling this policy the Company shall endeavor to consistently demonstrate its flexibility, creativity and ability to deliver a standard of service and quality of product that underpins the longevity of its customer relationships.

In order to maintain, and improve if possible, our record of providing work of the highest quality, in accordance with the clients' requirements, on time and within budget the Company shall adopt a consultative, collaborative style of working to help us understand our clients' needs and motivations. To this end we endeavour to work as a team in a spirit of co-operation with the client and their professional representatives.

In support of this policy the company will ensure that all personnel engaged on projects are competent and appropriately trained in carrying out all aspects of the work processes so that they can deliver a high standard of workmanship and meeting regulatory and legal requirements.

To continually improve the effectiveness of our business management system we have set out clear measurable objectives and performance indicators that provide a factual approach in our decision making.

The Management System Manual, together with the associated documentation, define the Company's policy on quality matters.

This statement of Quality Policy and objectives is reviewed in the light of any changes and developments in Company activities and shall be communicated to all staff.

Signed: 

Date: 1st April 2016

Gareth Sweet
Director for Quality