



DEANS CIVIL ENGINEERING LTD

QUALITY CONTROL POLICY

The policy of Deans Civil Engineering Ltd is to provide civil engineering services in line with agreed contract requirements and meeting client expectations in an efficient, reliable and cost effective manner.

To achieve client satisfaction and improve the business through quality, we are committed to:

- Developing a quality management system making constant improvements to its effectiveness.
- Continually provide a high quality service that meets or exceeds the requirements of our clients.
- To strengthen relationships and encourage repeat business with existing clients.
- Identifying and providing relevant training when and where required.
- Promoting a positive commitment to quality awareness throughout the company.
- Provide the resources and financial requirements necessary to achieve the company's quality commitments.
- To continually review, improve and implement quality control and best practice procedures.

The achievement of quality objectives and continuous improvement is critical within the company and must be practised by all employees as an integral part of their daily work. Through continued investment in our staff and by monitoring quality performance Deans Civil Engineering Ltd strive to continually enhance working practices.

The Managing Director has overall responsibility for formulating and implementing this policy. The operation of this policy and the associated procedures will be monitored and reviewed on an annual basis to ensure they remain current and applicable to the company's activities.

Signed:

Steven Deans
Managing Director

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