



# Quality Policy Statement

BS(D).09. 04

March 23

## Our Commitment to Quality

Bridgestone Construction Ltd are committed to quality; we aim to always keep our customers and staff happy whilst delivering a high-quality finish, on time and which meets the client's specification. Our senior leadership team ensure that a robust Quality Management System is in place and communicated to enable our staff to consistently and efficiently meet expectations and understand what is expected of them.

Our quality management system controls all aspects of operations from procurement, through to on site delivery and handover and is endorsed at the highest level. It is accredited to ISO9001 and we are committed to the continual improvement of it.

We employ a robust auditing strategy to ensure that issues are highlighted early and actions put in place to reduce risk or leverage opportunities.

## Our Quality Objectives

As part of our commitment to quality, the processes in our management system enable us to:

- To meet our stakeholder needs and expectation by meeting all legal and mandatory requirements
- Continually enhance customer satisfaction
- Use benchmark standards of industry best practice in the management of quality
- Ensure that our supply chain also meet our high standards
- To ensure a defect free handover

## Our Quality Strategy

Our quality management system is based on the following key strategies which we apply throughout our organisation in order to manage individual and team performance:

- Effective organisation with clearly defined management structures.
- Clear accountability established through the delegation of well-defined roles and responsibilities
- The setting of challenging but realistic goals and standards for individuals and teams
- The reduction of quality risks through pre-planning, risk registers and risk control strategies
- The formulation and implementation of effective quality control, processes and procedures
- Planned inspections of work activities during the pre-process and post-process phases
- Regular and proactive quality performance auditing, monitoring and review

**Signed:** D. Knight; Operations Director

**Date:** 9/3/23