

Quality Management Policy

D & M Building Services LTD undertakes a wide range of construction activities and places particular emphasis on expertise, capability, and reliability, with the prime objective being to execute all works to a high standard of quality to satisfy client requirements.

As part of the company's continuing development in pursuit of excellence, the aim is to implement and improve a Quality Management System based upon the requirements of BS EN ISO 9001:2015. This includes:

- Providing customers with high quality construction, repair and maintenance services which meet the requirements of our clients and are fit for their purpose.
- Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively.
- Promoting the culture of continual quality improvements and the philosophy of getting things "right first time".
- Rigorously controlling the supply, installation, and completion to the program of all projects.
- Supervising all work undertaken by ourselves and sub-contractors.
- Promoting quality and ensuring implementation is achieved by management review, corrective and preventive action.
- Continually improving performance.

Everyone is responsible for the quality within the company and for maintaining high standards.

The Managing Director and all Directors give their full support to this Policy and shall ensure it is communicated, implemented, and reviewed at least once a year.

MANAGING DIRECTOR

Signed: .....

Date: 02/01/2023