

Quality POLICY

As a business we will:

- Deliver in full, on time and to specification
- Deliver on our customer's expectations, requirements and needs by ensuring they are understood and valued.
- Implement and maintain our uncomplicated contemporary quality management system
- Leverage innovative ideas to provide cost-effective solutions and maximise value
- Meet or exceed all relevant requirements and standards
- Work closely with our subcontractors and suppliers to ensure they meet our expectations
- Utilise a risk-based approach to review and improvement of our management systems and approach to business
- Drive continual improvement by setting objectives and targets to measure, manage and improve outcomes where needed

Our people will lead by always:

- Demonstrating and delivering quality throughout all activities
- Fostering strong working relationships with our clients
- Stopping an activity if they believe it's not to standard
- Looking for ways to do things better



James Atkinson and Ashley Cooper
BlackCap Construction

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