

## Quality Policy

Prime Build Solutions is a progressive building contractor specialising in the refurbishment, extension, and new build of commercial properties throughout the United Kingdom. We offer an all trade's service covering all types of building work ranging from small repairs to large scale refurbishment and new build.

Our Quality Policy is based on understanding customer needs and striving to provide high quality product and services, which meet or exceed our customer's expectations and a commitment to satisfy applicable requirements. To achieve this commitment, we have a quality management system designed to meet the requirements of ISO 9001:2015. This system ensures we maintain the high level of quality and service our customers expect, whilst also improving the efficiency and effectiveness of our internal business processes.

We supplement this policy by setting business objectives that measure the continual improvement of business performance and customer satisfaction. Objectives are set by senior management and reviewed at planned intervals.

The fulfilment of this policy and its objectives requires the involvement and commitment of all staff. To this end, Prime Build Solutions provides and manages the resources necessary to deliver our objectives to provide a safe and suitable work environment for our employees.

Prime Build Solutions aims to:

- Be the construction and building contractor of choice within our region
- Deliver a level of service that meets or exceeds our customer's expectations
- Deliver a quality service that means customers would wish to use us again

This policy will be communicated to all employees, reviewed annually and made available on the company website.

Signed:



Alan Lawson, Director



Graeme O'Malley, Director

Date: 7<sup>th</sup> February 2018