



Quality Policy Statement

Coleman Construction & Utilities Ltd recognises that the provision of a consistently high standard of product and service is the keystone to our success, reputation and the total satisfaction of our customers.

We will constantly aim to:

- Identify objectives across the business, aimed at continuous improvement of the Quality Management system and enhancing customer satisfaction
- Be open to new ideas and adaptive to change
- To be resourceful and innovative in meeting our customers needs and expectations
- Effectively analyse data: Customer satisfaction and conformity to service requirements, in order to identify opportunities for preventive action, continuous improvement and to measure the effectiveness of the Quality Policy
- Coleman Construction & Utilities Ltd will establish measurable quality objectives which will be periodically reviewed to track progress and ensure that they remain relevant to the business. We will ensure that this policy is communicated to and understood by all members of staff.

Coleman Construction & Utilities Ltd are dedicated to operating in accordance with the principles of BS EN ISO 9001:2008 in order to demonstrate its commitment to quality and to both customers and employees.

This policy will be reviewed annually as part of the Management review process, to ensure its continued relevance and adequacy.

Signed:

Managing Director