

QUALITY POLICY ISO 9001

Quality Aims

Coulson Group Limited, Coulson Joinery Limited and Coulson & Son Limited t/a Coulson Building Group are committed to providing, maintaining and improving a high-quality service of Construction, M&E Services, Maintenance, Joinery and associated services for the public and private sectors to ensure all contractual requirements between the Company and its Clients will be consistently achieved by:

Policy Procedures

- Promoting an understanding of our customers' needs, together with a culture of exceeding customer expectations.
- Promoting quality awareness and understanding amongst all our staff so that their working activities are in line with our Integrated Management System.
- Developing seamless processes by fully integrating the services provided by our suppliers and partners.
- Ensuring that our subcontractors and our suppliers are aware of and apply quality standards compatible with our own.
- Monitoring our performance through key performance indicators in order to continually improve our processes and services.
- Setting Quality Objectives that are regularly reviewed by management to ensure that continuous improvements are achieved.
- Ensuring adequate resources are in place to ensure that the product is delivered on time and to the customer's satisfaction.
- Utilising our ISO 9001 and 14001 Integrated Management System for all Company processes.
- Comply with all relevant legislation, Government guidelines, codes of practice and regulations. Where regulation and codes are absent, we will establish our own standards.
- Maintain emergency and business continuity plans.
- Bring this policy to the attention of all its employees and stakeholders (for example: display on our website, be included in inductions packs for new employees
- Review the policy on a regular basis.

Coulson Building Group's Senior Management Team will be responsible for implementing our action plan, progress toward targets and communication targets and results to all staff.

SATISFACTORY QUALITY OF OUR PRODUCTS AND SERVICES IS FUNDAMENTAL TO THE SUCCESS OF OUR BUSINESS



Paul Glover
Managing Director