



ISO 9001:2015 Quality Manual

Issue 1.0 Rev: 1

QUALITY POLICY

Bickford Construction believes that its Service Users should receive a continually improving service. We aim to continually improve the service we provide to meet our client's requirements and to produce finished work that we can justifiably be proud of.

The organization has a policy of continual improvement and setting of quality objectives in line with the framework laid down within ISO9001:2015 Standard, it also includes a commitment to meet the requirements of our Service users' as well as legal and regulatory requirements. Also to constant development of the system and helping to ensure it remains effective.

Only by providing an outstanding service and product quality will we achieve our aims of long term success and sustained improvements. At Bickford Construction, we appreciate how important it is to be able to offer continual development to each employee and sub-contractor we employ. We understand how valuable training and development is to everyone and to the company to continue our professional standards and continuous improvement.

While we endeavor to produce work, and offer a service that we can be proud of, we must recognize that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our utmost to put right all justified complaints.

The policy, organization and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Managing Director on the system's implementation, status and effectiveness.

Signed J. Halliday

Date 13/7/20

Bickford Construction Registration No: JACW113104