



Quality Policy

The Principal Owner is responsible for assuring the quality policy is understood, implemented, and maintained at all levels. This is accomplished through one-to-one and/or group meetings of all employees.

Following is a copy of the current policy: -

Vanstone Building & Consultancy is committed to the achievement of the client's requirements and expectations, and to the continuous improvement in quality, value and service.

This commitment is demonstrated by:

- The achievement and maintenance of prescriptive quality assurance standards, such as BS EN ISO 9001 and any customer approvals within our market sector.
- The effective training and development of all of our team and professional relationships with all our customers, sub-contractors and suppliers.
- The setting of quantitative objectives and striving for continuous improvement.
- The emphasis of prevention of problems rather than detection in the drive to ever decreasing defect frequencies.
- Recognising the prime importance of customer satisfaction in all of our activities.

All the members of our team understand this policy, have a personal copy of the policy statement and are personally responsible for the quality of their own day-to-day functions.

The policy is reviewed annually.

Neil Vanstone
Principal Owner
For and on behalf of Vanstone Building & Consultancy