

## Quality Policy Statement

It is the aim of Askam Civil Engineering Ltd that the needs of our customers are fully understood and met through close liaison throughout all stages of works.

Ultimate responsibility for the Quality system lies with the Directors, however this policy is adhered to by all staff, direct or subcontracted.

Askam Civil Engineering Ltd provides access to all the procedures and associated documentation to all staff and subcontractors.

The aim of our quality management system is to ensure that:

- We deliver a quality service to maintain excellent customer relations
- Only approved and suitable products are used to the customers standards
- Customer satisfaction remains inherent to our business
- All work is always conducted to a high standard with technical and commercial integrity
- We have the skills, resources and authorised staff to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Work closely with our customers and suppliers to establish the highest quality standards
- Investigate and resolve and complaints in a timely manner.

Quality is a degree of excellence, which is ever changing. Every person engaged in the work we perform helps to manage how we can improve day to day and in the future. From the smallest procedure to the largest contract, quality is our passport to customer satisfaction and to our future business.

This quality policy statement has been implemented into the Askam Civil Engineering management system and will be reviewed at regular intervals.



Rob Lowery  
Director

17<sup>th</sup> May 2024