

## Quality Policy Statement

Quadrant Building Control works with architects, contractors, developers and home owners seeking Building Regulations approval for all types and sizes of construction projects.

We aim to continually improve the service we provide to meet our clients' requirements and to provide a service of which we can justifiably proud.

The company aims to achieve the above by implementing a management system that complies with the international standard of good practice ISO 9001:2015. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. It is our intention as well as a commitment to the international standard that we will work to continually develop the system and ensure it remains effective.

Only by providing an outstanding quality service will we achieve our aim of long term success and sustained improvement.

All staff within the company are responsible for the quality of their work. The company provides training and has established systems to assist all team members achieve the standards required.

While we aim to produce work and offer a service of which we can be proud, we recognize that there may be a situation where a customer has reason to complain. We are committed to investigating any issues raised with us and will do our best to rectify all justified complaints in line with our procedures.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Procedures which work alongside our internal bespoke database of information.

The Head of Compliance is responsible for monitoring the quality system and reports regularly to the Board on the system's implementation, status and effectiveness.

The objective of this company is to provide a service to the satisfaction of the client and in accordance with the contract as agreed with the client. We are committed to providing a service that meets the requirements of the CICAIR Code of Conduct and the Building Control Performance Standards.

**Date:** 30 August 2023