

Quality Policy

At Whitfield and Brown (Developments) Ltd we are passionate about quality and take pride in our attention to detail. Quality is an essential part of our culture and over many years we have refined our processes and procedures to ensure that we consistently produce projects of the very highest quality.

Our accredited Quality Management System meets the requirements of the international standard BS EN ISO 9001. The company approach to quality covers all aspects of pre-construction, construction and post construction processes and we are committed to our values of:

- Honesty and openness.
- Collaboration.
- Mutual dependency.
- Professional delivery.
- Sustainability.
- Innovation.

We will ensure the requirements of ISO 9001 are implemented and maintained through our Quality Management System processes by:

- Providing a solid foundation for setting, monitoring and reviewing quality objectives and targets.
- Ensuring commitment to continual improvement of the effectiveness of the management system.
- Ensuring the needs and objectives of the client are engaged and communicated throughout the organisation.
- Ensuring key performance indicators (KPIs) are in place to measure benchmarking and monitor client satisfaction seeking feedback on performance.
- Facilitating the professional development of our staff by regular reviews of performance and providing appropriate training.
- Ensuring all personnel and sub-contractor partners are fully competent, receive full training and have sufficient qualifications and accreditations to carry out the works.
- Ensuring compliance requirements are met.
- Ensuring this policy is regularly reviewed for continued suitability.

This policy and our quality procedures are communicated and embraced within Whitfield and Brown (Developments) Ltd as part of its underlying culture of building quality, within budget and on time.

Senior management will review this policy annually and it will be communicated to all our employees and organisations working on our behalf.



Nigel Biggs
Managing Director
Whitfield & Brown (Developments) Ltd
January 2018

Ref: QUA-POL	Issue No: 1	Author: TT	Issue date: Jan 18	Page 1 of 1
---------------------	--------------------	-------------------	---------------------------	--------------------