



# QUALITY POLICY



**At Capital Concrete delivering quality is fundamental to the way we do business and we aim to achieve the highest practicable standards in our products, operations and services to customers.**

**In order to achieve this we will:**

- Define the quality criteria and standards specific to each Capital Concrete business including certification to BS EN ISO 9001 as appropriate
  - Develop and review business specific quality objectives
  - Ensure all employees are competent on the basis of appropriate education, training, skills and experience
  - Ensure all employees adhere to the relevant operating processes and procedures detailed in our integrated management system QHEST
  - Promote responsible sourcing of materials throughout our supply chain including certification to BES 6001 as appropriate to Capital Concrete
  - Ensure all products and constituent materials are routinely tested to demonstrate conformity with relevant standards
  - Continually improve products and services to ensure customer satisfaction
- Ensure all plant, equipment and delivery vehicles are suitably maintained
  - Deliver products and services in a timely manner in accordance with customer requirements
  - Develop new products to meet market needs and legal requirements
  - Encourage all employees to report any conditions, equipment or practice that may adversely affect the quality of products and services
  - Investigate complaints and provide feedback to customers in a timely manner
  - Carry out routine audits and management review of the integrated management system QHEST
  - Monitor and review customer satisfaction through regular feedback and surveys

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