



# 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 the 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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Group Chairman

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