



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.

Luke Smith
Managing Director

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