

QUALITY POLICY STATEMENT



DATE: January 2019 REVIEW DATE: January 2020

Falcon Construction Projects Ltd “FCPL” carry out all activities in accordance with our business management ethos, of making our customers success our own.

As FCPL growth plan and strategic direction it commits to gaining ISO 9001: 2015 by 2020.

The aim of our quality management system is to ensure that:

- Our leadership are actively involved in the quality process
- We deliver a quality service to maintain excellent customer relations
- Customer satisfaction remains inherent to our business
- Our customer’s requirements have been fully understood and met
- All work is carried out consistently to a defined standard
- We have the skills and resources to fulfil our customer requirements
- Our staff are fully trained and involved in quality improvement
- We strive to continuously improve our systems and procedures
- We only use external provided processes, product and services that meet our own quality assurance standards
- A professional approach to customer interface is maintained at all times
- Any complaints are dealt with efficiently and within an acceptable time period
- We assess our works at every stage for impact on quality

FCPL recognises the importance of the quality of our service and how this impacts the future of our business and our clients.

Quality is a degree of excellence, which not only is constantly changing but is also constantly an element which should be strived to improve. Our team of staff is actively encouraged and involved in how we can improve not only for today, but tomorrow and long into the future.

Our team is regularly trained through the use of our Training Matrix. This ensures every member of staff has the knowledge required to meet our high standards at FCPL.

We pride ourselves in the delivery of all our projects, no matter whether they are small maintenance callouts to large fit outs. Quality is our key to customer satisfaction and to the future of our business.

FCPL is committed to not only the quality of the end product but also quality throughout, maintaining an open communication policy with client, contractors, stakeholders and surrounding tenants/neighbours that may be affected by works. Enquires or issues relating to any project we undertake is dealt with using our Escalation Policy which is shown in the following diagram.

Escalation Policy

A phone call is made to the relevant Project Manager where the issue will be openly discussed and next steps will be put in place.

If the issue must be escalated, this is then sent in writing via email to the Operations Manager.

On the rare occasion that the client is not satisfied that issue has been resolved, the Managing Director will be contacted.

This quality policy statement has been implemented into the FCPL management system and will be reviewed annually, and we will ensure that the following is not only met, but where opportunity allows we will continue to improve;

- Aim is to ensure that the needs of our customers are clearly understood and met through close liaison at all stages of the work.
- Ultimate responsibility within the company rests with the MD; but all are actively encouraged in all matters relating to quality
- We will strive to comply and embrace all applicable statutory laws and regulations as stated in ISO 90001: 2015.
- We will follow a concept of continuously improving the effectiveness of this quality management system and make best use of our management resources in all quality matters.
- We will communicate our Quality objectives and our performance against these objectives throughout the company and to interested parties.
- We will take due care to ensure that activities are safe for employees, associates and subcontractors and all who come into contact with our work.
- We will work closely with our customers and suppliers to establish the highest quality standards.

- We will train our staff in the needs and responsibilities of quality management and provide the personnel and resources to ensure that the importance of meeting and exceeding these
- Customer requirements are communicated and understood throughout our organisation.
- We will conduct all work to a high professional standard
- We will provide to our customers the products and services they require