

S & D GOODLAD T/A GOODLAD CONTRACTING

QUALITY POLICY

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- We deliver a quality service to maintain excellent customer relations.
- Customer satisfaction remains inherent to our business.
- Our customers' requirements have been fully understood and met.
- All work is carried out continuously to a defined standard.
- We have the skill and resources to fulfil our customer requirements.
- Our employees are fully trained and involved in quality improvement.
- We strive to continuously improve our systems and procedures.
- We only use services that meet our own quality assurance standards.
- A professional approach to customer interface is maintained at all times.
- Any complaints are dealt with effectively and within an acceptable time period.

S & D Goodlad recognise the importance that the quality of our service has to the future of our business.

Quality is a degree of excellence, which is ever changing. Every member of S & D Goodlad is involved in managing how we can improve today, tomorrow and long into the future.

From the smallest procedures to the largest contract, quality is our passport to customer satisfaction and to the future of our business.

This policy shall be available to the public via the company's website.

Last reviewed: 01/01/17

Signed

S Goodlad

Managing Partner – S & D Goodlad