

In order to maintain leadership as specialists in bespoke reinforced concrete super-structures, sub-structures and groundworks, Northfield Construction Ltd. (NCL), recognises that a consistently high standard of products and services is the foundation to our success, reputation, positive client relationships and customer satisfaction.

NCL applies quality management principles in its process approach to quality system's performance. In doing so, we constantly aim to provide consistent and predictable results by:

1. Ensuring we understand each customer's needs and expectations and apply them as a central focus to our planning.
2. As leaders, we will ensure conditions exist where our project staff have a clear understanding of the purpose of our quality objectives and that they are competent and engaged in how to achieve them.
3. We will be driven to continuous improvement, take action where lessons are learned and react to risks and opportunities provided by internal or external factors and innovations.
4. By evaluating our performance objectively, we will make evidence-based decisions to prevent unintended consequences of any planned actions.
5. We will continue to cooperate with clients, providers and other interested parties in making appropriate decisions based on effective coordination and maintained, positive relationships.

NCL will establish measurable, quality centred objectives which will be periodically reviewed to track progress and ensure that they remain relevant to the business. We will ensure that this policy is communicated to and understood by all members of staff.

This policy will be reviewed annually or upon identifying opportunities for improvement.

Signed:



Date: 31/7/2020

S. Dean  
Company Director