

Quality Policy

Burnbrae Contracts Ltd provides construction and maintenance services in line within agreed contract requirements and meeting client expectations. Burnbrae Contracts Ltd ensures that this quality policy statement and the associated procedures apply to all activities and works undertaken within the company.

To achieve customer satisfaction and improve our business through quality, we are committed to:

- Developing a quality management system by meeting the requirements of our customers
- Knowing customer's needs and expectations, continually providing high quality services that meet and exceed the requirements of our clients.
- Solving customer complaints immediately, preventing problems from recurring and earning trust as we move forward.
- Setting quality goals from a customer's viewpoint, understanding their requirements and exceeding their expectations .
- Providing regular reviews of our business objectives

The quality policy is based on these basic principles:

- Ensure that we fully identify and conform to the needs of our clients.
- Review our service provision processes and identify the potential for errors and taking the necessary action to eliminate them.
- Company operations, decisions, plans and actions will be conducted in accordance with this policy.
- All of our staff, throughout the company, will be trained to fully understand, and effectively implement and maintain the policy and objectives.

This policy statement will be reviewed annually or as and when required.



Director - January 2014