

## **Quality Policy Statement**

The Barnfield group of companies is based on ensuring client satisfaction and operates a Quality Management System accredited to ISO 9001: 2015. Construction is, by its nature, a bespoke production process for each project and the quality of the completed product can be positively or adversely affected from the earliest design information provided by clients.

### **Aims**

The Barnfield group of companies aims to provide defect free products to its clients, on time and within budget. By ensuring clients' expectations are met or exceeded, we aim to generate repeat business from our client base. We work with designs provided to us, assisting the client where we can by identifying opportunities to realise improvements. Feedback is sought from all clients to help us continually improve the systems derived from this quality policy.

To accurately assess and allocate the resources needed for effective quality management.

Integration of the quality management system into the organisation's business processes, audited internally and externally as required to ensure continuous improvement.

To engage, direct and support those who implement the quality management system so that they maintain focus on optimising outcomes.

### **Objectives**

To deliver all competitive tenders accurately and on time, every time

Full conformance or exceedance of all applicable building regulations and applicable codes.

To reduce domestic housing snags year on year.

To promote a risk-based approach and the use of the process thinking across the organisation.

To generate repeat business through customer satisfaction, upon delivery and post-contract.

### **Responsibilities and Commitment**

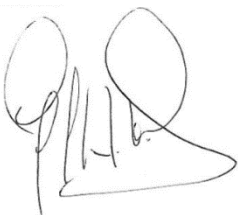
The Directors are committed to accountability for the effectiveness of the quality management system, ensuring that the quality policy and objectives are established and are compatible with the context and strategic direction of the organisation.

Management at all levels are responsible for ensuring the systems and processes set out for ensuring effective quality management are brought to the attention of all under their control, and for monitoring operational compliance.

Our supply chain will be monitored to ensure all materials comply with the relevant standards, and all subcontracted works meet the organisation's and clients' requirements.

### **Periodic review**

This policy will be reviewed annually, or more frequently in the event of any changes to statutory requirements or any evidence that the policy is not fully effective.



Tim Webber  
Chairman & Managing Director  
Date: 31/01/2021