



Emery Brothers Ltd

Quality Management Statement

Emery Brothers was established in 1947 to provide building and construction services to private, commercial and public bodies in the Bath area. We are based in Bath and currently employ over 100 direct employees and a varying number of regular sub-contractors.

Quality is critical to our business, because we value our customers. We strive to provide our customers with a service that meets or exceeds 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.

1. Regular gathering and monitoring of customer feedback
2. A customer complaints procedure
3. Selection and performance monitoring of suppliers against a set criteria
4. Training and development of our employees
5. Regular audit of our internal systems
6. Measurable quality objectives which reflect our business aims
7. Senior management reviews of:
 - . Audit results
 - . Customer feedback
 - . Complaints

Our internal procedures are reviewed regularly and are held in a quality manual.

This policy is posted on the company notice board and uploaded to our website www.emery.co.uk

Though the Managing Directors has ultimate responsibility for quality all employees have a responsibility within their own areas of work so helping to ensure that quality is embedded within the whole of the company.

Signed: Julian Emery

Position: Managing Director (Joint)

Signed: [Signature]

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This revision dated: 30/08/2016