

Quality Policy

This Quality policy applies to Pinnacle Groundworks Ltd and forms our commitment to ongoing excellence in Quality with improvement aspirations in all our activities.

Commitment

We specialise in Groundworks, Civils and Hard Landscaping in both the Domestic and Commercial Sectors. We are committed to delivering good quality projects without compromise every time through partnering with clients, developing our employees and upholding the highest standards. We will continue to identify opportunities to improve all aspects of the businesses systems in order to identify, reduce and eliminate issues at the earliest practicable stage.

Responsibilities

To implement this policy and to achieve our quality objectives, our processes and procedures are imbedded within our management systems with future accreditation built in mind when every system is developed. The Directors and Managers have full authority to take whatever steps are necessary to ensure that the requirements of the quality system are followed.

The Directors are ultimately responsible for the quality of the company's services and will ensure the required resources to achieve this policy are available and staff are engaged, directed and supported in their activities. The Directors require that all personnel throughout the company bear the responsibility for the quality of all tasks for which they are accountable and act in accordance with the requirements of this quality system.

The Directors will ensure the continuous improvement process by:

- Stating the companies quality goals
- Delegating roles, responsibilities and tools to achieve goals
- Publish the action plan to achieve goals
- Implement the plan through the business
- Measure, monitor and reward achievement.

Method

- Address quality risks and reduce the risk to a negligible level by applying appropriate controls;
- Meet all expectations on quality, value, service and contractual requirements;
- Maintain and continually improve our management systems and processes in accordance with recognised industry practices to allow compliance with legal and statutory requirements
- Eventual aim of achieving certification to ISO 9001:2015;
- Provide customer satisfaction by;
 - Agreeing standards through selection of products and materials and where possible offer alternative sustainable alternatives;
 - Offering samples of proposed materials and components;
 - Benchmarking install with stakeholder approval, replicating standards throughout the build
 - Proving operation of technical install;
 - Snagging and rectifying the install to agreed standards prior to handover;
 - Providing record information and data.

This policy and associated management systems are to be reviewed annually or following the introduction of new regulations/amendments.



Aiden McDonnell
Director