



Quality Policy

P H Beck LTD
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The management and personnel of P H Beck Ltd are committed to a policy of Quality throughout all its activities to ensure that a high-quality service satisfies the specific requirements of its clients.

Total customer satisfaction, the company's primary objective, is achieved by recognising, understanding and evaluating customer needs and trying to exceed them.

Executive management are committed to the efficient operation and continual improvement of performance and the quality management system.

This means;

- We will find solutions to work challenges that best suit our client
- We will put the Client at the center of our operations and work to exceed their expectations in terms of delivery and specification.
- Work with customers to ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
- Take into consideration the views of interested parties and the effect the companies activities have upon the environment.
- Every project will be properly supervised
- We will maintain openness and honesty about deadlines and costs
- All staff will be trained to give a polite, efficient and friendly services
- We will promote continuous improvement to our communication, management and training procedures to further improve our level of quality
- The nature of our construction work places emphasis and demands on the experience and expertise of the staff we employ.

High levels of responsibility and reliability are required, and we have a commitment to continued development and training to ensure that all our staff are properly qualified and equipped to meet these requirements.

Quality Management

P H Beck Ltd is committed to continuous Quality Management and improvement of its services.

Our objective is to carry out high quality works safely, without defect, within budget and within agreed timescales.

To achieve this, we take account of the following;

The experience and qualification of professional staff, operatives, sub-contractors and members of our supply chain engaged within a contract.

The Means of communicating instructions, induction and onsite training of all those involved within a contract.

Collaborative working and engagement between the contract administrator, client and the end users to ensure any potential project risks are anticipated.

P H Beck operates a Quality Management System that has gained ISO 9001:2015 accredited certification, for works specific to General Construction.

Each employee will be made aware of the importance and contents of this quality policy and be encouraged to contribute to the success of the quality management system. The Company's goals and commitment in meeting the requirements of ISO 9001:2015 will secure a prosperous future and set a unique standard for others to follow.

Mark Dennison



Director

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