



## Westcrowns Contracting Services Ltd Quality Management Statement

Westcrowns Contracting Services Ltd was established in 1968 to provide a supply and installation service to the building industry. We are based in Glasgow and employ 54 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and exceed their expectations. We are committed to continuous improvement and issues are discussed at weekly operations meetings which provides a forum for improving our service.


We have the following procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business: -

1. Monitoring customer feedback
2. Weekly meeting to resolve issues
3. Selection and performance monitoring of suppliers
4. Training and development for our employees
5. Regular review of our internal processes
6. Standard quality objectives which reflect our business aims

Our internal procedures are reviewed regularly and findings are made available to relevant employees.

This policy is posted on Company Notice Board and can also be found in the staff handbook.

Though the Managing Director 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: 

Position: COMMERCIAL MANAGER