

### 3.4.3 QUALITY POLICY & OBJECTIVES

The Quality Policy Statement has been formally adopted by Top Management of **Primus** as appropriate and suitable to the organisation and as a basis for assuring the consistent delivery of Quality products and services and as a means of ensuring continuous performance improvement. The Policy Statement has been communicated to all employees and steps have been taken to ensure that it is fully understood by all.

*Within **Primus** we recognise that our continued successful development is founded upon complete dedication to service excellence shared by all throughout the business.*

**Primus** is committed the provision of construction services which are consistently executed to the highest professional standards and such that our delivered performance is regarded by our Clients as exemplary.

To support our Quality Policy, we have implemented and maintain a Business Management System to comply with BS EN ISO 9001 : 2008.

**Primus** Quality Objectives are :

- to ensure that Client requirements and expectations are fully understood, standards are created and service delivery is continually monitored against these standards.
- to comply in all respects with Client, legal and regulatory requirements through Quality performance and adoption of best practice.
- to provide the right organisation, facilities and resources and employ high performing teams who deliver Quality services in fulfilment of our contract responsibilities effectively and efficiently.
- to continually review and monitor all aspects of our business to identify opportunities for implementing continual improvement and enhancement of Client satisfaction.

The application throughout the organisation of our Business Management System is compulsory, but it's success can only be achieved by the active ownership and participation of everyone within **Primus**. All members of the organisation will receive full support to ensure the Business System is understood, implemented and maintained throughout.

It is our responsibility to ensure the Business System functions correctly and its effectiveness is maintained through monitoring, control, audit and review.

Signed : 

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**Managing Director**

Date : January 2016