



## Quality Policy Statement

Dorabridge Design & Build Limited are committed to achieving high levels of customer satisfaction by providing a service that meets or exceeds customer, statutory and legal requirements. We will achieve this by ensuring we:

- Consistently design, fabricate and install high quality, legal and safe architectural and structural metalwork products;
- Operate an effective and audited Factory Production Control system, that complies with all relevant legislation and regulatory requirements;
- Provide a healthy, fair and safe working environment for employees, sub-contractors and others who come into contact with our products;
- Recruit, train, support and develop staff who are proud to work for us and to produce consistently high quality products and provide excellent customer service;
- Promote and foster a commitment for environmental protection and conservation of energy and resources, where viable;
- Carefully select suppliers, partners and customers who share our values and who behave ethically, fairly, and legally;
- Seek to continually improve our decision-making, products, services, processes, safety, skills and sustainability by monitoring our performance and learning from non-conformities, evaluating and adopting new technologies, listening to customer feedback, encouraging staff to share and develop their ideas, knowledge and wisdom, and monitoring and analysing the marketplace.

This policy will be communicated to all staff and relevant third-parties. A copy will also be made available on our public website ([www.dorabridge.co.uk](http://www.dorabridge.co.uk)).

Responsibility for upholding this policy lies with every member of staff, in all locations, under the guidance, support and assistance of all Management. This Policy will be reviewed at least annually.

**Signed:**

**Date:**

01 November 2018

**Name:**

S.W.Burt

**Position**

Managing Director