

QA52.01
Quality Policy Statement

The management of Cousins Group (Contractors) Ltd are dedicated to providing the highest possible standards of quality in its painting & decorating, conservation and building maintenance services and are dedicated to maintaining a quality management system which ensures that our services meet requirements agreed with our Clients at all times.

This will be supported by state-of-the-art facilities and equipment, well-defined processes and excellent training programs. The management will adopt a culture that fosters integrity, sense of responsibility, and continual improvement through compliance with the ISO 9001 2015 standard.

The company's quality management system concentrates upon error prevention, by investigating processes, identifying errors and opportunities for errors and implementing action and improvement to avoid such occurrences.

The company defines quality as the conformance of products and services to established and documented requirements derived from Client needs, employee expertise and experience. Systems are open to constant examination and review by all company personnel and approved third parties enabling observations to be made and incorporated, which provide for continuous improvement.

The company is proud of its good reputation for responsible practices and dedicated client care, which are a result of the company's ethical culture, skilled & committed staff, and quality control over its products and services. It is the company's policy to seek to operate to these standards continuously and to implement and operate fully the BS EN ISO 9001: 2015 quality assurance standard through registration and annual review.

The company complies with all legislation relevant to its particular industry sector.

It is the company's belief that, in applying these Standards, it will be able to operate to the requirements of its Clients and industry accordingly.

Suppliers to the company will be actively encouraged to improve the quality and reliability of their products and services.

Cousins Group (Contractors) Ltd have identified the need to pursue responsible policies towards the community and that the interests of industry will not be served at the expense of the environment.



B Doherty
Managing Director
03.01.2020