

1 QUALITY POLICY

The Directors and Management of Whitehouse Construction Company Ltd are committed to operate every aspect of the business to those standards that offer the highest possible quality of service to all clients. This is supported by a progressive management style that encourages the Quality culture throughout the Company.


To reinforce this commitment a Quality Management System (QMS), designed for BS EN ISO 9001:2008 QMS – Requirements, operates in all areas of the Company. The Management are committed to the continuous improvement of the QMS by establishing and reviewing quality objectives for all areas of the Company. This is to ensure that the Company operates effectively and efficiently and meets the needs of customers.

The retention of registration to BS EN ISO 9001:2008 is a minimum requirement for all areas of the Company as is the continued search for improvement. The effectiveness of the QMS is monitored by planned audits, management reviews and effective corrective and preventive action.

- Achieving an AFR of less than 0.1 for 2011 / 12.
- Near Miss Frequency Rate of 1100.
- Training investment to remain above £500 per person, per year.
- Achieving a Customer Complaint Frequency Rate of 0.

Near miss reporting is a key driver in continual improvement and we are targeted with improving our Near Miss Frequency Rate from the figure of 1000.

All personnel have been made aware of the Management commitment to this policy in particular and Quality in general and are encouraged to demonstrate their own support to the System by continuous active participation.

SIGNED  DATE 20th June 2011

Steve McKeown

Managing Director responsible for Quality