

Quality Management Statement

Company Policy





G and E Projects was established in 2014 to provide internal fit out services to the construction industry. We are based in Portsmouth and employ at present 21 people directly. The directors and senior management of the company are committed to operate every aspect of the business to those standards that offer the highest possible quality of service to all clients.

Quality is important to our business because we value our clients. We strive to provide our clients with products and services which meet and even exceed their expectations. This is supported by a progressive management style that encourages the quality culture throughout the company.

We are committed to promoting continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of client feedback
- a client complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- employing competent and approved sub-contractors and operatives
- purchasing only from approved suppliers
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, client feedback and complaints
- maintaining a flat management structure with good communication within the company, with our clients and our suppliers

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees. This policy is posted on the company notice board and can also be found in the staff handbook. Although the Managing Director has ultimate responsibility for quality, all employees have a responsibility within their own areas of work to help ensure that quality is embedded within the whole of the company.

In order to achieve our committed aims and objectives, the company implements its business processes in accordance with the principles of BS ENISO 9001:2015

Signed:

Martin Mallon

Martin Mallon
Managing Director