

QUALITY POLICY

“CONSTRUCTING EXCELLENCE”

The Directors and Senior Management of Mildren Construction Limited are committed to operate every aspect of the business to those standards that offer the highest possible quality of service to all clients. Our mission is to deliver defect free projects that meet and surpass client expectations. This is supported by a progressive management style that encourages the Quality culture throughout the Company.

Mildren Construction recognises and appreciates the importance of promoting continual improvement in all aspects of quality management. The company places particular emphasis on ensuring that the commitment to quality and customer satisfaction is acknowledged and maintained by staff and company representatives.

In order to achieve our committed aims and objectives, Mildren Construction implements its business processes in accordance with the principles of BS EN ISO 9001:2015.

The mainstays for the company's quality policy and procedures are:

- Purchasing only from approved suppliers.
- Employing qualified and experienced staff.
- Employing competent and approved sub-contractors and operatives.
- Regular reviews of sub-contractors and suppliers performance.
- Monitoring and recording workmanship with thorough test and inspection.
- Establishing clear quality performance objectives to ensure continuous improvement across all areas of the business.
- Monitoring customer satisfaction.
- Maintaining a flat management structure with good communication within the company, with our clients and with other stakeholders.



Signed: Simon French
Position: Managing Director
Date: June 2024

