

Quality Policy



JCW Group is committed to provide, in line with agreed contract requirements and the expectations of our clients, work that will achieve customer satisfaction which is defect free, within budget and on time, every time.

In ensuring that these objectives are met JCW Group are committed to:

- Maintaining systems, which address the ideals of BS EN ISO 9001:2008
- Continuously improving the effectiveness of the Quality Management System
- Setting quality goals from the customer's viewpoint, measuring progress towards fulfilment of those goals via internal audits and management review, whilst continuously reviewing the appropriateness and adequacy of the goals
- Communicating the management commitment to quality and this policy, to all personnel, and encouraging them to demonstrate their support positively by means of active participation.
- Ensuring that when complaints are received, they are attended to in a timely manner, the aim being the elimination of root cause(s) and the prevention of recurrence.
- Making this Policy publicly available.

This Policy will be formally reviewed, and updated as necessary, on an annual basis.

Signed

Date

JANUARY 2014

JCW Floor Screeding Limited
JCW Acoustic Flooring Limited
JCW Acoustic Supplies Limited