

1. H P Contracts recognises that the quality of our installations and service delivery is key in achieving customer satisfaction and consequentially business success.
2. The company objective is to provide a prompt and efficient service, installing a quality product that meets customer requirements and is fit for purpose for a competitive price.
3. In addition to meeting customer needs HP Contracts will ensure that all works comply with all statutory and regulatory requirements and are built in a safe working environment.
4. H P Contracts aims to deliver projects on time every time with zero defects.
5. HP Contracts is accredited to Investors in People as it recognises that to meet this goal all staff must be aware of the objective and be trained, experienced and competent in the tasks they undertake.
6. HP Contracts will seek continual improvement in the effectiveness of IMS.
7. HP Contracts will offer customers:
 - i. A prompt response to survey/price requests
 - ii. Accurate, unambiguous and clear written quotations
 - iii. Quotations will be accompanied (where appropriate) with drawings
 - iv. The works will be undertaken to an agreed programme
 - v. Any deviation from budget agreed with the Customer as works progress
 - vi. During the project HP Contracts will liaise with Clients
 - vii. Upon completion Customers will be asked to complete a Satisfaction Survey
 - viii. Customer service will continue beyond completion of the works
 - ix. All snags will be dealt with promptly and efficiently
8. H P Contracts will respond positively to any feedback on performance.
9. HP Contracts acknowledges the importance of using quality materials to achieve excellent results and therefore we actively promote working partnerships with our material suppliers to ensure goods are delivered to specification and on schedule.
10. All sub-contractors are subject to a pre-contract assessment to ensure they can deliver to the quality standards required of an HP Contracts installation.
11. Procedures which are used to control quality are documented, internal audits provide verification that procedures are being adhered to and senior management reviews the quality system at regular intervals.
12. It is the responsibility of all employees to achieve quality results therefore the performance of the company against the quality objectives will be communicated to all staff.
13. This policy shall be reviewed annually as a minimum by the Managing Director to ensure its continuing suitability with a signed copy displayed for employee information and a signed copy retained in the H&S File.
14. This policy shall be made available to interested parties on request to the Managing Director.

Signed _____
Managing Director

Date: 13/02/2018

Local Authority Contractor

- Hampshire
- Dorset
- Portsmouth
- Surrey
- West Sussex
- Wokingham

Review Date – 14th February 2019 or sooner if work activity changes.

