

Quality Policy

GARTNERROSE

Gartner Rose has built a strong reputation in the construction industry by delivering client satisfaction through timely performance and the provision of cost-efficient, high quality services.

The key principles underpinning our Quality policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed services
- Making every effort to follow all agreed client, statutory and regulatory requirements
- Continual monitoring and reporting of all agreed service quality and performance indicators
- Providing exceptional service and reliability
- Providing quality workmanship by committed and trained personnel
- Providing value for investment and using only suitable quality materials
- Providing our services in a professional and ethically responsible manner
- Recognition of individuals who demonstrate excellence or innovation in service delivery

We maintain and continuously improve a Quality Management System that complies with the requirements of ISO 9001:2015.

Our quality objectives are to:

- Consistently and efficiently deliver services to our clients which comply with their specifications, relevant standards and legislation
- Resolve client, employee, contractor and supplier queries promptly and in a collaborative manner
- Give our clients the utmost confidence in our products and services and ability to meet their needs

To achieve these objectives, we shall act to:

- Ensure high levels of involvement by management and by our people in all operational aspects
- Continuously engage all stakeholders in meaningful consultation and communication
- Ensure our people are trained and competent for the work they perform
- Strive to continually deliver high quality, defect-free projects
- Embrace new ideas, technology and innovation to improve our business and service delivery
- Deliver added value to our clients by identifying, monitoring and responding to their needs, expectations and levels of satisfaction
- Measure our performance and use this information for the continual improvement of our operations, services and Quality Management System
- Comply with and continually improve the effectiveness of our Quality Management System in accordance with ISO 9001: 2015

This Policy is applicable throughout Gartner Rose, and to contractors and suppliers in the conduct of their activities for and on our behalf. It will be reviewed on an annual basis, together with the measurable objectives and targets, to ensure that it remains relevant and suitable to operations.

Director

