

## Statement of Quality Intent

**J3 Building Solutions Limited** constantly strive to maintain & raise standards wherever possible. In order to develop a framework for continuous improvement, **J3 Building Solutions Limited** is committed to developing a full Quality Management System in accordance with BS EN ISO 9001. This will provide the company with a set of processes that reflect our common sense approach to the management of **J3 Building Solutions Limited**.

The aim of our Quality Management System is to ensure that :-

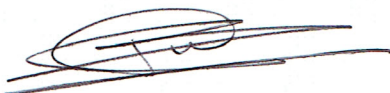
- a. We deliver a quality service to maintain excellent customer relations
- b. Customer satisfaction remains inherent to our business
- c. Our customer requirements have been fully understood & met
- d. All work is carried out consistently to a defined standard
- e. We have the skills & resources to fulfil our customer's requirements
- f. Our staff are fully trained & involved in quality improvement
- g. We strive to continuously improve our systems & procedures
- h. We only use services that meet our own quality assurance standards
- i. A professional approach to customer interface is maintained at all times
- j. Any complaints are dealt with efficiently & within an acceptable time period.

**J3 Building Solutions Limited** recognizes the importance that the quality of our service has to the future of our business.

Quality is a degree of excellence, which is ever changing. Every member of staff is involved in managing how we can improve today, tomorrow & long into the future.

From the smallest procedure to the largest contract, quality is our passport to customer satisfaction & to our future business. The contents of this Quality Policy shall therefore be communicated to all members of staff & sub-contractors during induction training & its understanding verified during internal audits.

This Quality Policy Statement will be implemented into **J3 Building Solutions Limited** Management System & will be reviewed at regular intervals.

A handwritten signature in black ink, appearing to read 'Bryan Watson', is written over a horizontal line.

**Bryan Watson**  
**Projects Director**

**March 2017**