



Quality Policy

S & B Utilities is committed to providing a reliable and first-rate service to its customers in order to meet their needs and expectations. The same care and diligence will be applied to all projects undertaken by SBU whether the requirements are related to the design and construction of a major water pumping station or the installation of a replacement sink for a housing tenant.

This policy is applied in our Quality Management System which meets the requirements of BS EN ISO 9001 : 2008.

The Company is committed to continual improvement of processes, products, service and financial performance by regular monitoring and setting quality improvement objectives. We are dedicated to do this through the following:

- ❑ Creating a framework for establishing and reviewing quality objectives
- ❑ Recognise and fulfil employee-training requirements to enhance employee and company progression
- ❑ Ensuring all work is planned and carried out in a methodical, safe and coordinated manner
- ❑ Swiftly reacting to incidents or complaints and implementing any corrective/preventive actions that may be needed
- ❑ Carrying out thorough audits on our procedures and processes
- ❑ Functioning as a team with our customers, subcontractors and suppliers

We are individually and collectively committed to these principles and expect all who work in our Business to act in accordance with them. The Managing Director is responsible for ensuring that this policy is understood, implemented and maintained at all levels in the Company.

Signed: 

Dated: 18th June 2010