

1.6 Policy Statements



Quality Policy Statement

Every member of EI Projects is dedicated to the pursuit of quality and excellence in providing EI Projects's customers with the best service that can be accomplished. EI Projects recognises that only by achieving customer satisfaction can we secure the future growth and success of the company.

It is the policy of EI Projects to provide Space Planning, Design, Project Management, Office and Educational Design and Office Refurbishment to the highest possible standard with a Customer First Approach.

To ensure achievement of this policy, a Quality Management System is established to meet, and continue to meet, the requirements of BS EN ISO 9001:2015.

EI Projects' s quality objectives are:

- ✓ EI Projects will ensure that customer requirements and expectations are fully understood, standards created, and service delivery continually monitored against these standards.
- ✓ EI Projects will Consistently meet customer requirements by quality performance and adoption of best practice.
- ✓ EI Projects will continually review and monitor all aspects of operations to identify opportunities for implementing continual improvement.
- ✓ EI Projects Management Team analyse customer feedback data, internal performance data, financial performance data and business performance data to ensure that our Quality Objectives are met on a quarterly basis.
- ✓ EI Projects aim to make a profitable return on our activities to fund ongoing development and growth of our business.
- ✓ EI Projects will conduct it's business in an ethical and professional manner.
- ✓ EI Projects are committed to satisfy our clients' requirements and get things right first time.
- ✓ Should EI Projects make a mistake, we will admit it and rectify the situation as quickly as possible keeping appropriate records.
- ✓ EI Projects will ensure that all appeals must be responded to within 28 days

Quality management implementation is through the Quality Management System which is mandatory in application. However, it's success can only be achieved by the participation and commitment of everyone at EI Projects. All persons working with or for our organisation will receive full support to ensure the Quality management system is understood, implemented and maintained throughout.

It is EI Projects's responsibility to ensure the Quality Management System functions correctly and its effectiveness is maintained through monitoring, control, audit and review.

Brett Edbrook
Managing Director