



QUALITY POLICY

Young Bros Limited provides civil engineering and building services for private and public sector customers.

To ensure that the company continues to develop, the Directors are committed to the continual improvement of the effectiveness of the company's business processes and the maintenance of an effective Quality Management System (QMS) based on the requirements of ISO 9001:2015, in order that it achieves its key priorities of providing a high quality service, increasing turnover and profitability.

In order to improve company performance, the directors have developed strategic quality objectives which are:

- To provide a service that exceeds customer expectations.
- To continually improve the quality of service provision.
- To continually develop its staff.
- To continually improve the effectiveness of its business processes.
- To continually improve the effectiveness of its QMS.

These objectives will be achieved through continual monitoring and evaluation of the effectiveness of its processes, adherence to the procedures that control the processes, together with effective communication with its customers, suppliers and employees.

The Directors are committed to the effective implementation of the QMS and to the involvement of all employees in the continual maintenance of high standards of customer service. They will ensure that in addition to the strategic quality objectives described above, specific operational quality objectives are set, achieved and regularly reviewed during management review meetings to ensure that they remain appropriate and support the company's aims and objectives.

The Directors will also ensure that the quality policy is communicated and understood by all employees and that it is reviewed annually, for continuing suitability.

The Directors will ensure that all the necessary preventive action is taken to ensure that the service provided is, **right first time**. It is considered a condition of employment that the terms set out within this Quality Policy are understood, implemented and maintained by all employees irrespective of their role within the company.

Signed: *AFLanning*
Position: *Director*

Date: *31/08/2023*
Review: *August 2024*