



Quality Policy

The objective of Brompton Cross Construction is to deliver comprehensive construction solutions that turn our clients' dreams into reality, to constantly develop and delight our people and faithfully payback to our community where we work and live.

To achieve this objective, Brompton Cross Construction will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

In particular, the CEO will:

- Set measurable objectives that will help achieve customer requirements, including:
 - Providing a high level of customer service
 - Expanding and enhancing our communication channels
- Monitor and measure the effectiveness of our business processes and objectives through management reviews and the internal audit process;
- Proactively seek feedback from customers on how well our services meet their requirements and set objectives for continual improvement;
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence;
- Select and work closely with suppliers who enable us to create and deliver a reliable performance;
- Recruit employees who are customer-focused and support them with appropriate training and systems to ensure their competence always meets our requirements;
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork;
- Encourage all employees to identify problems and make suggestions to improve all aspects of our services and business processes;
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System;
- Ensure that Brompton Cross Construction complies with all necessary regulatory and legal requirements.

The continual improvement of our Quality Management System is fundamental to the success of our business and must be supported by all employees as an integral part of their daily work.

Mohamad Chbib

CEO on behalf of Brompton Cross Construction Ltd