

BlockBuilders C.I.C.  
Quality policy statement

BlockBuilders C.I.C. was established in 2014 to provide consultation services and engagement services to the planning, engagement, architectural, and educational industries. We are based in Brighton, East Sussex, UK and employ 2 people.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- measurable quality objectives which reflect our business aims

Although the Directors have ultimate responsibility for Quality, all employees have a responsibility within their own areas of work to help ensure that Quality is embedded within the whole of the company.

The policy review date is 08/03/2020.

Signed: Megan Leckie

Date: 08/03/2019