

Suirside Construction Ltd is dedicated to delivering an exceptional service to its valued customers through the sustained application and advancement of a Quality Management System (QMS) designed to meet the stringent requirements of ISO 9001. The Directors and Managers of our company pledge their unwavering commitment to ensuring the effectiveness of our system in achieving and maintaining high-quality standards, simultaneously fulfilling current and future customer requirements.

### **Continuous Improvement and Excellence:**

We are committed to an ongoing journey of enhancement in our services and processes as articulated in our Quality Management System. The pursuit of continual improvement is embedded in our organisational culture. We challenge ourselves to set and achieve quality targets, fostering an environment that encourages excellence while providing the flexibility needed to attain best-in-class outcomes for our customers.

### **Striving for Excellence in Our Objectives:**

Our primary objectives serve as cornerstones for our commitment to quality:

**Fit-for-Purpose Construction:** Ensuring all buildings and construction work delivered meet their intended purpose, are delivered safely, and are free from defects.

**Compliance:** Ensuring adherence to all statutory and regulatory requirements applicable to the products and services we deliver.

**Customer Confidence:** Conveying to our customers a profound sense of confidence in all aspects of the Company's performance.

**Continuous Monitoring and Improvement:** Identifying, continually monitoring, and improving our processes and performance to achieve greater customer satisfaction.

**Quality Consciousness:** Developing and promoting quality consciousness among all employees and subcontractors to ensure optimal outcomes for our customers.

**Fostering a Culture of Continual Improvement:**

By cultivating a culture of continuous improvement, Suirside Construction Ltd will consistently acknowledge and reward effective teamwork and individual achievements. Regular reviews of our services and processes will be conducted to uphold the highest standards.

**Individual Responsibility and Training:**

Every employee is entrusted with the responsibility of upholding our commitment to quality and will be provided with the necessary training to perform their duties to the highest possible standards.

**Review and Renewal:**

Our Quality Policy, Manual, and associated procedures will undergo an annual review to ensure their ongoing relevance and effectiveness.

Suirside Construction Ltd remains steadfast in its commitment to delivering quality, excellence, and safety in every aspect of its operations.



Suirside Construction Ltd  
**Managing Director**

01/01/2024

**Date**