

TUNBRIDGE WELLS ROOFING LTD.

Quality Statement

Business Goal: -

To get it right first time, every time and strive to exceed customer expectations whenever possible.

Our business system will conform to the requirements of ISO 9001.

Business Principles: -

Quality derives from a staff commitment to service and excellence. This belief is stated as business principles:-

Customer Focus: -

Customer requirements come first. Quality begins and ends with the customer and we strive to always satisfy their needs. This is reflected in our flexibility - both as individuals and as an organisation.

Relationships: -

We build mutually beneficial relationships with customers and suppliers.

Innovation: -

We search for, design and supply creative products and services.

Teamwork:-

Our Employees work together as a team to satisfy our customers.

Process Emphasis:-

We focus our Employees on practical processes to ensure consistent results.

Continual Improvement:-

Through management review of our Business Management System we aim to continually improve business performance, processes, products and services.

Employee Development:-

Through active mentoring we create a culture where staff have the skills and are empowered to take responsibility for the results of their actions which contributes to the success of the Company.