

Quality Management Policy - LBS

LBS East Anglia Ltd (LBS) is committed to the delivery of quality throughout all of its construction and maintenance projects, by recognising, understanding, and evaluating customers' needs and providing a quality service to achieve customers' expectations on time and within budget.

LBS has established and maintains safe systems of work and a safe and healthy working environment which extends to all sites and to all staff, sub-contractors and other persons who may be affected by our undertakings.

This includes but is not limited to:

1. Organized management team demonstrating good planning and leadership, offering a personal and bespoke customer service.
2. Effective project management ensuring all building and maintenance works are carried out in accordance with Quality Management Procedures. Site supervision undertaken on all sites by experienced staff.
3. Working with clients, customers and suppliers to understand their needs, aiming to deliver a quality service which meets or exceeds customers' expectations.
4. Effective communication between the LBS management team, staff and customers to facilitate a positive work ethos. Ongoing communication between LBS staff and customers to enable all parties to discuss project progression and facilitate positive outcomes.
5. Ensuring all staff, sub-contractors and suppliers operate in accordance with our Quality Management procedures and relevance to their role. Supplying qualified or experienced construction workers or sub-contractors to comply with company standards.
6. Ensuring staff feel valued and supported, offering staff training and ensuring supervision is provided when required. Offering all staff including sub-contractors the opportunity to contribute to the continuous improvement and effectiveness of Quality Management systems and procedures.
7. LBS uses reputable suppliers based on quality, reliability and cost. Due diligence is applied to ensure consistency with quality of products sourced and competitive costings.

LBS management are committed to the efficient operation and continual improvement of the Quality Management system, and take personal responsibility to ensure staff, clients and suppliers are actively involved in evaluating performance and outcomes.