

AEM Building & Construction

GENERAL (SUB) CONTRACTORS

Quality Management Statement

AEM Building and Construction has been in the industry for over ten years. We provide and offer a comprehensive list of services which permits the business to take on a variety of small, medium and large building and construction projects within the residential, commercial and light industrial property market.

We are based in central London and employ a great team of people who work hard to deliver your programmes. Quality is an important element of our business because we value our customers and understand their needs. In doing so, we strive to provide a service that all of our customers/clients can trust and more so, **AEM** Building and Construction services will meet that quality mark and even surpass 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 service, satisfaction and continuous improvement throughout our business.

These include and not limited to:

1. Regular gathering and monitoring of customer feedback
2. Customer complaints procedure
3. Selection and performance monitoring of suppliers against set criteria
4. Training and development for our employees
5. Regular audit of our internal processes
6. Measurable quality objectives which reflect our business aims
7. Management reviews of audit results, customer feedback and complaints

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees on request. This policy is posted on the Company Notice Board and can also be accessed online at: www.aembuildingandconstruction.co.uk and found in the staff handbook.

Although the CEO and Managing Director(s) has ultimate responsibility for aspect of quality, it is mandatory that all employees maintain and do have a responsibility within their own areas of work, so helping to ensure that quality is embedded within the whole of the company and to our clients.

Anthony Errol Murphy CEO

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