

QUALITY POLICY

Customer Focus

We will make the satisfaction of customer's needs our primary goal by working with customers to establish and satisfy their requirements now and in the future. Effective communication arrangements have been established to assist with the feedback of information relating to the supply of product and the associates service. Information is analysed and used to continuously improve the company's processes.

Scope

Midlands Building Control Consultancy Ltd (MBC) are a private sector Approved Inspectors based in West Bridgford Nottingham fully licensed and approved by the Construction Industry Council.

MBC provide a cost effective and client friendly Building Control service in the East Midlands as an alternative to the Local Authority Building Control.

Risk Based Approach

We have adopted a risk-based approach to quality management and achieve this by forward planning, monitoring risks, opportunities and compliance obligations of the quality management systems. We actively monitor the needs and interests of relevant parties and issues that could affect the quality management system and its business objectives.

Staff

We will promote an environment that recognises the contribution of our staff to the success of the business and encourages their involvement and development.

Competition

We will aim to consistently provide better products and services than our competitors in those markets in which we compete.

Training

We will provide the appropriate training and educational opportunities and resources to support the achievement of business objectives.

Responsibility for Quality

It is the responsibility of the senior management team to lead the ISO 9001:2015 and to involve all staff through a programme of continuous improvement and effective teamwork. The senior management team have taken responsibility and ownership for quality management system and will ensure that the company adheres to this and its improvement moving forward.

Approved by:

Adrian Marshall

Managing Director

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