

Quality Management – Statement of Intent

Delron Services Ltd (DSL) aims to deliver the best quality of service to its clients, demonstrating consistently high-class standards of professionalism in accordance with all applicable legal requirements and regulations of the commercial mechanical Building Services Industry Standardising Bodies such as The Building & Engineering Services Association, Gas Safe Register, Oftec, NICEIC and ECA.

All activities carried out by DSL which may have an impact on the service to our clients are planned, controlled and regularly monitored to ensure that the highest quality is maintained throughout every aspect of the company. We aim to fully satisfy our customers by completely meeting the contractual requirements, but also exceeding their service expectations, encouraging continual improvement, growth of the company and its reputation.

Continual contact is maintained between client and the project manager leading up to the start date ensuring a strong relationship is forged during the lead in period allowing quickly for any updates, changes or additions to the tender as requested by the contract administrator. DSL prepares risk assessments and method statements for works, together with any specific documentation requested or specified by the client.

To ensure we are achieving continual improvement and reaching the high standards that we set for ourselves, the DSL management team meet on a monthly basis to monitor business activity to review any extraordinary events, progress and define forward objectives and targets.

DSL intends to operate efficiently whilst catering to every need of every client. We aim to fulfil every requirement and exceed every expectation to our maximum potential, encouraging a resultant high level of well-deserved respect and appreciation from our customers and suppliers. Along with this professionalism DSL has an extremely friendly and relentlessly helpful persona which, as a faultless combination, has led to the building of an excellent reputation for DSL, of which every employee and associate can be proud to be a part of whether large or small.

The named person below has overall responsibility for overseeing all issues relating to business management. The principles outlined within this quality policy will be communicated, understood and applied throughout DSL. This statement will be provided to external interested parties upon requested and shall be subject to annual review to ensure its ongoing adequacy for the business.

Ronald Bryant
Managing Director

September 2019

(Review By: 30/09/2020)