

Quality Assurance Strategy

Capstone Construction are committed to providing the highest quality service possible, achieved by understanding our customer's needs. Through the application of appropriate processes and techniques, we will endeavour to continually improve our management systems and service delivery to achieve customer satisfaction. The company is committed to the adoption and application of an Integrated Management System in compliance with ISO 9001:2015 to assist in the continual business growth.

Statement of Intent

Further to the above strategy, and the need to ensure compliance with legal, statutory, and regulatory requirements, Capstone Construction will strive to:

- Know our customers and have a complete understanding of their needs
- Ensure customer requirements are met, exceeded, or enhanced through performance measurement and effective communication
- Seek opportunities to provide our customers with innovative business solutions
- Recognise each employee's responsibility for quality
- Use only selected, approved, preferred, or certified suppliers and accept only conforming products and services from suppliers
- Actively promote a culture of continual quality improvement, monitor and measure performance and set realistic targets and objectives to drive improved performance
- Develop & maintain a quality management system through consultation and involvement of our customers and our workforce that remains relevant to the company and complies with industry best-practice requirements
- Ensure that this policy and associated process documentation is effectively communicated to all employees, displayed on each site noticeboard, and made available to other interested parties upon request
- Provide appropriate information, instruction, training, and supervision to ensure that employees are able to discharge their duties effectively

To seek continual improvement, and assist in the implementation of this Policy, we will utilise external support as appropriate and seek advice on quality matters from our appointed competent personnel.



Rhona Donnelly (Managing Director)