

# Greenford. Ltd

## PP20. Quality Statement

Greenford. Ltd has always had a strong commitment to quality.

Our commitment to continuous improvement through our Quality System is monitored and is fundamental to our practices. Our policies and procedures manual, and standard forms ensure that we:

- Define our quality standard.
- Maintain our quality standard.
- Apply continuous monitoring to confirm the required standard is delivered throughout the company and to Clients.
- Take early corrective action if our standard is compromised.

By providing our employees with a secure health and safety framework, good skills and opportunities we believe that the high quality of their workmanship and their positive attitude will be a natural progression. Our employees are valued and their efforts recognised and we believe this is reflected in their high standards.

This culture is complimented by:-

- Our attention to quality is achieved by following common sense measures.
- Our reputation is reflected in the quantity of repeat business.
- Our systems are maintained rigorously to ensure continuity and awareness.
- We tailor our services to suit our client's needs'.
- We do not believe quality = high costs; quality is about excellent service and innovative solutions. The Client is in charge of their budget and we accommodate their requirements with care and attention to detail.
- Sourcing materials and services wisely.

In addition, Greenford are committed to satisfying all legal requirements.

We believe that the quality of our work, our outlook, our interest in our neighbours and communities enables us to prosper steadily whilst safeguarding our employees, existing Clients and potential new Clients.

Robert Hutton  
Director  
Sept 2020

