



## ISO 9001:2015 QUALITY POLICY



# QUALITY POLICY



CCP Building Products Ltd manufacture and provide quality Concrete Building Products and constituent materials across the UK to clientele within the construction industry. Manufacturing product from both dense and lightweight material production occurs at various group locations to recognized industry standards.

**Our Mission is therefore: to serve, to improve to create value.**

## **Customer Focus:**

“To deliver our customers their orders on time, in full and at the agreed contract price. The system to be measured/monitored against feedback from the Customer Survey and complaints/credit note analysis to ensure positive progress”.

## **Leadership:**

“The Management will continue to create and maintain an internal culture/environment which will allow all members of staff/employees to be involved and contribute in achieving the budgetary and financial targets set by the company”.

## **Involvement of People:**

“People at all levels of the Company will be encouraged to become involved and accept ownership of problems and use their every means to solve them and prevent any re-occurrence”.

## **Risk based Approach**

“CCP will implement a fresh approach to identify all risks and opportunities, by analyzing all process related activities to achieve incremental improvements within the overall administration and production systems of the company”.

## **Continuous Improvement:**

“The Management of CCP will implement a C.I. program which measures improvements across the whole Company. This will focus on making continual improvements of processes, systems and products an objective of every staff/employee member of the organisation”.

P Blanchard

Managing Director

CCP Building Products Ltd.