

## Quality Policy

- 1.1 BBP Regeneration was founded in 1995 by the present management, to provide a high quality property consultancy. The Organisation has established a reputation throughout the United Kingdom undertaking contracts for several major companies, local authorities and Government. The Organisation's success was, and remains, attributable to a firm commitment to quality. We aim to provide defect free goods and services to its customers on time and within budget.
- 1.2 Our quality procedures are articulated in our Quality Management System manual that is in accordance with the requirements of BS EN ISO 9001:2008. The Quality Manual is the means by which BBP Regeneration satisfies the requirements of its customers, particularly with regard to management responsibility. All the components of the Quality Management System are periodically and systematically reviewed by both internal and external Quality Audit procedures.
- 1.3 All personnel understand the requirements of this Quality Policy and abide with the contents of the Quality Manual. Our quality procedures are underpinned by a continuing commitment to:
  - Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction
  - Communicate through the Organisation the importance of meeting customer needs and legal requirements
- 1.4 The ability to determine and meet customer's needs is a prime requirement. Effective communication links with clients must be established and maintained, this encourages customer feedback, including complaints. We will work closely with our clients to ensure that their needs are appropriately addressed. At each stage we will plan to ensure:
  - Efficient delivery of the goods and services offered
  - Effective communication with customers
  - Proper management of any design or development processes
- 1.5 For each project, we will work to ensure that the following are determined as appropriate:
  - Quality objectives and requirements for the project
  - The need to establish processes, documents, and provide resources specific to the project
  - Required verification, validation, monitoring, inspection and test activities specific to the project and the criteria for product acceptance
  - Records needed to provide evidence that the realisation processes and resulting project meet requirements
- 1.6 The Organisation complies with all English and EU legislation and regulations specifically related to its business activities.

- 1.7 The Organisation constantly monitors its quality performance and implements improvements when appropriate. This Quality Policy is regularly reviewed in order to ensure its continuing suitability.