

Buxton Water Ltd

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Quality Policy

The Team at **Buxton Water Limited** are committed to delivering the highest possible standards of workmanship and service delivery. We will continually strive to improve those standards.

The Director responsible for implementation of this Policy is **Mark Hothersall**. It is the responsibility of all employees to take an active part in supporting this policy.

Our core measurable objectives for the financial year to 30th September 2021 will be:-

People (Our Team)

- **Train & develop as required to achieve a minimum 95% of operators holding CSCS Skilled Worker Blue Cards.**

People (Our Customers)

- **We will contact a minimum of 20 key clients to obtain their assessment of our current standards of service and job delivery / completion and understand the key criteria for their assessment of any given job.**

Using the responses from those clients, the Management Team will:-

- **Highlight any area of weakness and implement plans to resolve those issues.**
- **Applying the 'you don't have to be ill to get better' approach, we will explore ways to improve the delivery of standards against the key criteria.**

How We Work

- **We will actively promote robotic hydro demolition as a preferred solution.**

Signed.....

Mark Hothersall
Director

Dated 26th July 2020