

CAIRNHILL




Quality Policy

Our Perception of Quality is to produce products which are fit for their intended purpose and which therefore meet and enhance customer expectations.

Ensuring ISO 9001:2008 Quality assurance procedures are used as a benchmark

The purpose of this policy is to achieve the following.

- Establish a clear understanding of our customer's expectations of the Watson Towers Group as a supplier.
- Making sure we only accept those same high standards from our own suppliers and subcontractors and review our approved suppliers list regularly.
- Ensure we have the resources to meet customer expectations as a condition of accepting orders.
- Ensure that at every stage in procurement, formal checking procedures are carried out and any necessary corrective actions are taken.
- Learning as we go along so that preventative actions are in place on future projects.
- Listening to our customers and taking any recommendations and suggestions on board if it is for the benefit of our company as a whole.
- Ensure that everyone within The Watson Towers Group has a clear understanding of what is expected of them and make them quality aware.
- Ensure that employees know that the prevention of poor quality is more important than its detection and corrections.
- Ensure that everyone within The Watson Towers Group understands that they have a very important part to play in the achievement of the high standard of Quality we aim to provide at all times.
- Senior management must provide the training and necessary resources for this achievement to come to fruition.
- Striving to always do better through continuous improvement in all aspects of our company.


Neil Watson
Group Managing Director

Date: 05/01/2015
Next Review Date: January 2016