

QUALITY POLICY

Capstan Group Services is fully committed to Quality working practices demonstrated by our in-depth Quality Policy which is available upon request.

With a commitment to continually developing and improving our business and the services we can offer all of our clients, we have launched our own management system covering all Quality aspects of our business functions enabling us to improve the day to day efficiencies and effectiveness of our operations.

The quality system is a documented management process which has been designed and accredited to ISO 9001 and provides a means to ensure good business management and quality of service.

The general aim of the system is to ensure that in terms of Quality our company is:

- Effective
- Efficient
- Economical
- Continually monitors and improves all activities

As part of our quality management system the overall ethos of our company is continuous improvement throughout all criteria of the business.

Examples of five aspects of our quality management system are:

- Ensure that customer needs and expectations are determined and fulfilled with the aim of achieving customer satisfaction.
- Communicate throughout the Organisation the importance of meeting customer needs.
- Ensure that all members of staff and sub-contracted staff understand the requirement to comply with all legal requirements and pay strict adherence to the codes of conduct of the industry based associations.
- Establish the quality policy and its objectives and appoint a designated Quality representative to be responsible for the system and ensuring proper procedures are followed.
- Targets to be set for how each process contributes to the success of our goals and Management Reviews conducted to measure the effectiveness of the implementation of the Quality Management System.
- Ensure the availability of resources.

To ensure a good standard of workmanship throughout all projects Capstan Group Services have developed a quality assurance procedure to achieve an objective of zero defects on completion of all works.

Capstan Group Services are fully aware that despite best practice defects and unsatisfactory works and materials do occur in construction and to tackle this we have in place strict policies and procedures that attempt to reduce these where ever possible.

Historically we have extensive experience with operating 'right first time' and 'zero defects' policies on all our current projects. We achieve this by committing to invest in training, in-house quality reviews, regular work inspections and quality assessments throughout the duration of any contract.

To further support this Capstan Group Services have developed a system in which we employ trained finishing foremen on all projects to rectify any defects quickly in order to maintain a high level of quality and provide the client and residents with customer care so they can feel confident in our ability to full fill our objectives under our aim of "outperformance as standard" and ensuring we achieve a defect free handover of completed works.

Following on from the handover of a project, defects or unsatisfactory work or materials may become apparent and as a result will be promptly dealt with accordingly. All defect works will be undertaken by our trained and experienced team of maintenance operatives who will investigate the defect, highlighting the cause and carrying out corrective action to ensure that the clients specification and quality of workmanship is achieved.

As part of our quality procedures Capstan Group Services consistently monitor and investigates all defects that occur during the works we undertake. This enables us to identify the cause of the defect and ensure that preventative measures are put in place to prevent re-occurrence on future works.

Following completion of the works, Capstan Group Services will also carry out post contract review with specific sections relating to defects and invite feedback from the client and our project team.

Management of KPI's:

The delivery of all our services are measured using a range of KPI's against our own targets and any contractual targets.

The KPI criteria used to measure performance in specific areas can be tailored to suit the contract requirements.

To ensure high levels of customer care we employ procedures tailored to each individual project.

Our resident liaison officer is responsible for collecting customer satisfaction forms. They will collate the information and pass on to senior management who will use the information to produce a KPI score for each criterion. A thorough review of this information is then undertaken on a monthly basis in conjunction with the client. Any areas identified for special considerations are re-viewed and if required can be followed up with additional measures such as training.

The overall ethos of Capstan Group Services is to measure our KPI performance with the aim of continuous improvement throughout all criteria.

Capstan Group Services also use the KPI tool to offer incentive initiatives for our teams. Identify the team scoring the highest KPI's based on the customer feedback forms will earn them team of the month. If awarded this honour they benefit from a bonus and credits towards team of the year.

- Capstan Group Services will collect information and feedback via satisfaction forms and audits.
- KPI targets will be agreed with Thurrock and put in place.
- All feedback and results will be logged.
- All results will be reviewed by the senior management team and highlight any areas for improvement.
- If any action is required this will be implemented.
- Review will include proactive initiatives to further improve.
- All KPI monitoring is designed for continuous improvement, monitoring our performance and to help maintain the highest of standards.



Signed:
Managing Director