

Chalcroft is committed to a culture of quality. We are dedicated to providing the best possible service for our clients by encompassing an integrated quality management system across the entire company that continually guarantees satisfaction and repeat business through our satisfied customers.

Chalcroft is committed to complying with all relevant legislation and industry best practice and has implemented a management programme to meet planned objectives that are based on continual process improvement.

The Chalcroft QMS is built to comply with the new ISO 9001 global standard and has been developed on an inclusive basis with our teams of staff reviewing, developing and co-ordinating our stringent processes for each department.

Our philosophy is that the instigation and nurturing of a quality culture throughout Chalcroft and our supply chain is critical.

We take measures to establish a culture of quality for every project we work on. For example:

- The whole project team are behind the quality ethos. A collaborative approach means the team is deeply involved in the process from a very early stage, ensuring a service that is seamless and smooth.
- Chalcroft offices and sites are maintained to an excellent standard, encouraging first rate health and safety procedures and quality installations.
- Our rigorous procurement process ensures that we select sub-contractors according to their expertise, quality, health and safety record, amongst other criteria.
- Our highly experienced professionals are fully trained in our quality management system and apply it on a daily basis.
- We develop and carry out robust testing and inspection regimes according to a project's specifications, including weekly progress meetings and frequent supply chain monitoring and auditing.
- Any non-conformances are analysed, trends identified and the results fed back to our construction and management teams, relevant sub-contractors and consultants. Action is taken to prevent reoccurrence.

The quality policy and management system is reviewed for continuing suitability at every Management Review meeting and is communicated to all staff and is made available to all interested parties.

Paul Morley

Paul Morley
Managing Director
Chalcroft Ltd