

NUMBERED DOCUMENT 04

Quality Statement

Implementation: 08 January 2018

Review: 07 January 2019

Good quality may cost a little more in both time and thought, although not necessarily in money but the end result is more pleasing to the eye, more efficient and costs less to maintain [Lord Rea, 2013].

Jessella recognises there is increasing demand placed on the construction sector to deliver a consistently high quality service and as such we have set the following business principles to ensure excellence is provided. Jessella will;

- Deliver a product and/or service which meets or exceeds the standards and expectation of the client.
- Provide a service compliant of UK regulation and Industry standards.
- Ensure best practice is encouraged and maintain standards above those required.
- Provide support and training to our staff.
- Communicate the policy statement to all employees and interested parties.

Jessella Limited understands that poor quality may result in the following;

- Additional costs and delays when a product or service is not of an acceptable quality.
- Additional costs to clients with regards to latent and patent defects.
- A poor reputation in our business sector.
- Injury or death through the dangerous delivery of products and/or services.

Industry Reference

'It is very unusual for me to do this but I believe that it is important that the rest of the construction team back at the office know what a pivotal role you have played in getting us across the line for our first occupations. The general professionalism of all of your team has been commented on by all of my team and also the NHBC.

In addition to the above, the works completed have been to the highest standard and we could not have asked for more on an already difficult development, whilst others stood back thinking of ways in which this method of construction would become an issue, you powered forward offering designs and solutions to overcome the obstacles we faced'. **Craig McKenzie, Site Manager, McCarthy & Stone, February 2018**

Jessella seek to provide a professional, award winning service, no matter the budget.