

A photograph of a modern building facade featuring large glass windows and concrete pillars. The building has a distinctive architectural design with a series of horizontal slats or louvers extending from the upper floors. The sky is clear and blue, and the overall scene is brightly lit.

QUALITY

POLICY STATEMENT

WBHO

COMPANY
POLICY

	Quality Policy Statement	Doc No.:	POL-QA 01
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We concentrate on providing our clients with a “top-quality” product, which is directly linked to the achievements of our “Execution Excellence” strategic objective. To this end, we mobilise our management skills to use their resources in the most efficient and cost effective manner to execute projects to the required standard and quality. This, in turn protects and enhances our reputation in the marketplace, and improves profitability.

We ensure that high levels of quality are consistently attained on our projects by using best and latest construction practices within the core activities of the group. By continuously improving our processes, we ensure compliance to our own internal standards as well as external specifications, thereby enhancing client satisfaction. A dedicated team of quality personnel, led by experienced professionals assists site management and personnel to identify quality concerns and ensure continuous compliance with the ISO9001 standard.

As a team, we strive to:

- deliver our projects on time, within budget and to the standard of quality;
- create and maintain a culture of quality within the group;
- ensure ongoing training across all levels of employees on the Quality Management System (QMS);
- meet all relevant statutory and legal requirements;
- provide the necessary resources to deliver the required level of quality;
- ensure that quality control and quality assurance mechanisms are sufficiently and effectively applied and that documentary evidence is maintained;
- document and measure quality objectives and targets through internal audits and management reviews;
- ensure that all advisors, suppliers, subcontractors and others involved on our projects meet the required quality standards;
- address risks and opportunities with the greatest potential to affect our ability to achieve objectives;
- continually review, improve and implement best practice quality management procedures;
- Seek feedback from our clients and consultants on our performance and the level of quality delivered.