



## Quality Policy

Parkwood Modular Buildings is dedicated to quality and continuous process improvement for both customers and its own people. We shall achieve the highest level of customer satisfaction possible and consistently exceed expectations of the company.

Parkwood Modular Building top management has an ongoing commitment towards customers. A customer centered approach has been adopted, ensuring the enhancement of customer satisfaction. Customers' requirements drive the business and are a major focus of the quality policy.

Parkwood Modular Buildings recognises that quality is a companywide responsibility. We achieve organizational excellence and quality awareness through innovative process improvements, training our people, offering competitive rates, true value for money to our clients and developing customer satisfaction programs. Our organisation strives for continual improvement to ensure that its operations and clients are continuously receiving a high level of service.

Materials and services used by Parkwood Modular Buildings are to be purchased from high quality suppliers to ensure that the end product satisfies the client's requirements.

We also aim to ensure that our business continues to be a valued service for our customers, resulting in quality products. To this end, we look to improve the products we use in cooperation with our suppliers and subcontractors.

Parkwood Modular Buildings ensures that it complies with legislation, regulations and codes of practice as set out by the government and associated bodies. It maintains the integrated Quality Management System in accordance with ISO 9001:2008 Quality Management Systems.

The quality policy is explained to all new and existing employees, suppliers and subcontractors engaged by Parkwood Modular Buildings through company and site inductions ensuring that the basic principles of quality assurance is instilled within the work force. The bases of these principles are:

- Our workers are our key resources
- We will ensure that product standards are current
- We will endeavour to satisfy our client and end users' requirements
- We will effectively analyse and monitor our performance to continuously improve our service
- We will continually strive to conform to the requirements of all relevant legislative and regulatory requirements
- We will provide the necessary resources to ensure quality products

Quality objectives are to be set with the aim of continually improving the standard of workmanship and materials, to achieve the desired results for the product. The framework for these objectives is based upon identifying deficiencies in the process and incorporating checks and balances to prevent non-conformances from reoccurring. Objectives will be measured twice per year and reviewed annually, with the aim of reducing re-work and maintenance. This will be achieved by monitoring suppliers, contractors, internal staff and processes.

All employees will be informed of this policy that will be documented, maintained and regularly reviewed to ensure that it remains relevant to Parkwood Modular Building's organisational processes. This policy is to be displayed in the office, and in designated public areas when appropriate to ensure that it is available to all interested people.